



Massachusetts Division of Insurance 2012 Annual Report

Joseph G. Murphy
Commissioner of Insurance

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About the Division of Insurance

The Massachusetts Division of Insurance administers the laws of the Commonwealth to protect the insurance consumer through the regulation of the insurance industry and careful attention to company solvency. To meet this mandate, the Division licenses insurance carriers and insurance producers; monitors the financial health and operations of all companies licensed to operate in the Commonwealth; reviews and approves carrier rates and forms; investigates possible breaches or violations of law or regulation by licensees and investigates complaints made by consumers regarding how insurance is marketed and sold or claims are handled.

The Division educates the public to become more competent insurance consumers by providing a variety of information in publications, on its website, and through speaking appearances and consumer outreach events across the Commonwealth.

The Commissioner of Insurance and Division of Insurance staff actively participates in the work of the National Association of Insurance Commissioners (NAIC). The NAIC is the nation's insurance standard-setting and regulatory support organization; it was created and is governed by the chief insurance regulators from the 50 states, the District of Columbia, and five U.S. territories. In 2012, the Massachusetts Commissioner was elected Chair of the Northeast Zone of the NAIC, which is comprised of east coast states from Maine to Maryland, as well as the District of Columbia.

The Division of Insurance is an agency within the Office of Consumer Affairs and Business Regulation in the Secretariat of Housing and Economic Development.

The 2012 Massachusetts Insurance Market			
REGULATION			
Total Taxes: \$295,050,000		State Rank: 17	
Total Revenue: \$467,662,566		State Rank: 12	
Total Budget: \$14,300,000		State Rank: 24	
PREMIUMS & DEPOSITS			
Health Insurance: \$17,120,442,578		State Rank: 8	
Life and Accident: \$20,940,562,361		State Rank: 11	
Property and Casualty: \$11,979,115,080		State Rank: 12	
Rankings are comparative with 50 states, Washington D.C. and five US territories			



To the Citizens of the Commonwealth of Massachusetts:

As the Commonwealth's insurance regulator, the Division of Insurance is committed to balancing the solvency of insurance companies operating in our state with the strongest possible protections for insurance consumers. Through this dual focus we are able to foster a healthy insurance marketplace in the Commonwealth. Insurance may not always be on our mind in our daily lives, but it is a vital source of protection for both our health and our wealth.

In recent years, our citizens have felt climate change first-hand, from the tornadoes in central and western Massachusetts to Hurricane Irene and Superstorm Sandy. Each incident has reminded us that catastrophic events do indeed occur in our part of the country and we must be prepared and vigilant insurance consumers. The Division made a concerted effort in 2012 to travel to all parts of the state to educate consumers on insurance matters. Our consumer education program, "Know What You Have, Learn What You Need," has taken our team from Springfield to Barnstable with helpful information about how to understand and purchase the most appropriate and affordable insurance coverage for any family's individual circumstances.

In 2012, the Massachusetts insurance market was the 10th largest in the United States and the 26th largest in the world. As a \$74 billion dollar industry, the insurance industry in Massachusetts employs more than 100,000 people directly and thousands more in ancillary businesses such as auto body and glass shops, lawyers, accountants and technology professionals. The insurance industry was assessed over \$135 million in 2012, and paid \$378 million more in premium tax to the Commonwealth. Insurance represents an important and reliable component of our state's economy.

During the recent economic downturn, while so many federally-regulated or unregulated financial institutions struggled to survive, insurance companies across the country remained solvent and able to pay their obligations to policyholders. Under state regulatory oversight, insurance companies are held to higher standards of investment, accounting and capital adequacy. These efforts and relative health of the insurance industry are the untold story of the recent worldwide financial crisis.

The work of the dedicated staff at the Division of Insurance has secured a balanced, solvent insurance marketplace for the citizens of Massachusetts. The details of that story are found in this Annual Report, which reflects our commitment to the Commonwealth and the strength of its economic environment.

Very Truly Yours,

A handwritten signature in black ink that reads "Joseph G. Murphy". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Joseph G. Murphy

The Commonwealth's Insurance Industry

The Massachusetts insurance market in 2012 included 89 domestic companies, hundreds of out-of-state and international companies licensed to operate in Massachusetts, and more than 100,000 insurance producers. Each year, these companies and producers write tens of billions of dollars in premium in Massachusetts alone. The Division of Insurance licenses each of these companies and producers, and regulates many aspects of their business conduct. The Massachusetts market is the 26th largest in the world.

Massachusetts Domestic Insurance Companies

For those companies chartered in Massachusetts, the Division is responsible for ensuring company solvency. Monitoring the solvency of Massachusetts domestics not only protects the citizens of the Commonwealth, but policy holders across the nation and around the world.

Massachusetts Domiciled Companies - 2012

55 property & casualty companies
17 life insurers
14 health insurers
2 fraternal benefit and mutual aid societies
1 title insurer

The Division of Insurance regulates the Massachusetts marketplace with a staff of 118 professionals, including auditors, insurance examiners, accountants, attorneys and support staff. The Division had a budget of \$14.3 million in 2012 - underwritten in full by assessments on the industry. In addition to its ongoing examination and regulatory work, the Division undertook several key projects in 2012.

Notable Events in 2012

The Division facilitated a supervisory college, convening several regulators from the United States and abroad to examine an internationally active company; hosted an event that broadened the understanding of the insurance impact of catastrophic events: *Managing the Costs of Natural Disasters*; and hosted several outreach initiatives that educated consumers across the Commonwealth.

Managing the Costs of Natural Disasters in Massachusetts

The Massachusetts Division of Insurance developed this informational seminar to educate public policymakers and insurance consumers about new initiatives to more accurately recognize the impact of natural disasters on insurance company solvency. Speakers from across the industry provided a practical overview of:

- how primary insurance companies manage catastrophe risk
- the challenges of interpreting results of catastrophe models in making operating decisions regarding reinsurance purchases, primary pricing, and loss control programs
- the processes used to ensure the accuracy of the modeling data
- how models properly reflect the loss prevention efforts of policyholders

The NAIC launched an initiative to more accurately recognize the impact of natural disasters on insurance company solvency, and the potential effect on property insurance pricing. Full execution of this effort is anticipated by 2015.

Financial Oversight

Close attention to the financial health of insurance companies confirms the solid position of most carriers and cautions if problems may lie ahead. The Division's seasoned insurance examination staff and a group of skilled consultants regularly review the operations of all Massachusetts domestic insurers to verify their resources; their assessments include quarterly analyses by the **Financial Surveillance Unit** as well as periodic on-site inspections by staff of the **Financial Examination Unit**. These evaluations, as required by statute, assure the accuracy of each company's reported assets and liabilities and verify compliance with all applicable laws and regulations. The Division completed on-site examinations of 22 carriers in 2012.

Financial Examinations

Financial examinations are conducted in accordance with standards established by Massachusetts General Laws as well as the Division's own policies and procedures and the requirements of the Financial Conditions Committee of the NAIC as described in the *NAIC Financial Condition Examiner's Handbook*. The principal focus of an examination is the most recent year's activity.

In addition to a review of the financial condition of the insurer, the examination includes a review of the company's:

- Treatment of policy holders
- Business policies and practices
- Corporate records
- Reinsurance programs
- Conflict of interest disclosure statements
- Corporate governance
- Fidelity bonds and other insurance
- Employee pension and benefits plans
- Disaster or recovery plan

Keys to Monitoring Solvency

Financial Examinations- statutory on site examinations of domestic insurers

Financial Surveillance- the review of quarterly and annual statements of all Massachusetts domestic insurance companies.

Company Licensing- the processing of applications from insurers seeking to obtain or amend licenses to perform insurance business in the Commonwealth

In 2012, the 22 on-site examinations completed included thorough analysis of property and casualty companies, health insurers, fraternal organizations and self-insured workers' compensation groups.

Examinations are performed by a financial examiner and supervised by a supervising financial examiners. Reports on each examination are posted on the Division's website, found here:

<http://www.mass.gov/ocabr/insurance/providers-and-producers/insurance-companies/financial-examination-reports/>

Additional data detailing the operations of Massachusetts' domestic insurers can be found in Appendix C on page 39.

Financial Surveillance

The Financial Surveillance Unit monitors the solvency of all insurance companies doing business in Massachusetts, whether they are domestic (domiciled in Massachusetts) or foreign (domiciled in another state).

There were 1,664 insurance companies licensed, authorized, or eligible to transact insurance business in the Commonwealth in 2012.

As of December 31, 2012 there were 89 insurance companies domiciled in Massachusetts. Massachusetts domestic insurers include 55 property & casualty insurers, 17 life insurers, 14 health insurers, 1 title insurer and 2 lodge fraternal benefit societies. These insurers collectively wrote gross premiums of approximately \$74 billion during 2012.

Each domestic insurer undergoes a comprehensive desk audit annually. A Division analyst, with guidance from an experienced manager, reviews in detail more than 20 aspects of each company's operations. The analysis takes an in-depth look at the company's Annual Statement, including the investment portfolios, the reinsurance portfolios, reserving analysis, income statement, cash flows statement, and balance sheet. Additionally, the Statement of Actuarial Opinion, the Management's Discussion and Analysis, Holding Company filings and an independent CPA audit are examined thoroughly.

2012 Examinations	
Life, Accident and Health Insurers	3
Property and Casualty Insurers	6
Fraternal Organizations	1
Health Organizations and HMOs	4
Other	8

Spotlight: Supervisory Colleges

As an increasing number of insurance companies have become multi-national in ownership and operation, it has been imperative for their domestic regulators to monitor and understand the potential risks and rewards such international activities can have on their U.S. operations. The NAIC and the international insurance community developed supervisory colleges as a regulatory tool for regulators to use in conjunction with their ongoing financial, analytical and legal examinations of insurer operations and related risk. A supervisory college allows all of the affected regulators to come together to understand each other's legal constraints, standard forms of operation, and systemic and substantive concerns. Additionally, a supervisory college creates a channel for communication not just in person, during the period of the college, but also regularly (by telephone or e-mail) going forward and rapidly in the event of a crisis.

This line of communication opened during the 2012 Liberty Mutual supervisory college has allowed the Division to receive and share details important to regulators around the globe.

Massachusetts convened its first supervisory college in October, 2012, to examine the strategic operations of Liberty Mutual Insurance Company, a Massachusetts domestic insurer with operations around the globe. Interested regulators from Illinois, Indiana, Massachusetts, New Hampshire, Rhode Island, Wisconsin, Brazil, Chile, Colombia, Spain and the United Kingdom were present for a two-day meeting which included a presentation by Liberty Mutual senior executives as well as several regulator-only sessions.

Consumer Education and Advocacy

Parallel to its focus on company solvency is the Division's attention to the needs and requirements of the consumers served by those companies. The Division monitors the marketplace to confirm that products are sold only by licensed and knowledgeable individuals, and that insurance companies treat their insureds fairly and according to the contract which binds their relationship. The Division provides this support and oversight through its Consumer Services and Market Conduct Units as well as Board of Appeal on Motor Vehicle Liability Policies and Bonds.

Educating and advocating for consumers is at the core of the Division's mission. Nearly everyone residing in Massachusetts is touched by the requirement to purchase insurance, especially because of the state's groundbreaking commitment since 2006 to provide health insurance to all of its citizens. The Division provides education through its website, its publications and its regular in-person outreach events held in communities across the Commonwealth each year.

Consumer Assistance

As the Division's most direct connection to the public, the **Consumer Services Unit** plays an integral role in both consumer protection and the monitoring of the insurance industry. Consumer concerns range from a delay of claim payment, a sudden, unexplained escalation in price or an insurer's notification of non-renewal of coverage. Consumer Services staff can often facilitate a conversation between the consumer and the company to resolve claim delays or disparities.

Unfortunately, examiners frequently find out that consumers are uninformed about their policy's limitations or their coverage needs. Such findings led the Division to launch a consumer education program, "Know What You Have, Learn What You Need." Consumers also benefited from products created by the NAIC, including the home inventory smart phone app, Scra.APP.book and WreckCheck, a smart phone app intended to assist consumers with documenting and collecting appropriate information after an automobile accident.

The Division monitors and measures the specific areas in which inquiries and complaints are received. Consistently, and not surprisingly, the top three areas of complaints are auto, home and health insurance. Patterns of complaints may identify a market conduct issue; complaints against a specific insurance seller may be referred to the Producer Licensing Unit or Special Investigations Unit for further investigation.

Consumer Outreach and Assistance

In 2012, the Division received over 1,100 consumer complaints that amounted in over \$3 million in consumer recoveries.

The Division facilitated onsite assistance centers in Monson & Springfield for consumers victimized by the June 1, 2011 tornadoes.

The Division also held consumer education programs in Worcester and Springfield.

Market Conduct

The primary mission of the Market Conduct Unit is to perform examinations (comprehensive and limited scope) and market analysis reviews of insurance carriers to ensure the fair treatment of policyholders in the Massachusetts insurance marketplace.

Examinations may involve the review of company records and practices relating to company operations, marketing and sales, policyholder services, producer licensing, underwriting and rating, claims decisions and complaint handling. Market Analysis Reviews consist of an annual evaluation of various regulatory data covering select companies doing business in Massachusetts.

Review of this regulatory data allows the Market Conduct Unit to understand the current state of the marketplace and identify possible areas of regulatory intervention. The Market Conduct Unit looks at the treatment that consumers receive from insurance companies in order to assure compliance with the terms and conditions of the insurance contract, as well state laws, regulations and bulletins.

Closed Examinations

In 2012, 63 market conduct examinations (comprehensive and limited scope) were closed.

Market Analysis

In 2012, the Market Conduct Unit completed 124 market analysis reviews on 67 companies for certain lines of business (homeowners, private passenger auto and life and annuity). During market analysis reviews, Division staff assesses data from a variety of sources including the Market Conduct Annual Statement and certain NAIC databases including Regulatory Information Retrieval System, Complaint Database System and the Examination Tracking System. Additionally, the Market Conduct Section reviews complaint files from the Division's Consumer Services Unit. These market analysis reviews provide an early warning mechanism used to identify company non-compliance with insurance laws and regulations, and negative financial trends which may impact future claim payments.

Consumer Restitution

Market Conduct Section single state examinations and settlement agreements executed in 2012 resulted in approximately \$260,000 in consumer restitution.

Market Conduct Settlements and Penalties 2012

AIG

\$3.4 million

Allianz Life

\$232,088

Bankers Life

\$31,423

John Hancock

\$590,747

Metropolitan Group

\$1.5 million

National Union Fire

\$1.07 million

Nationwide

\$190,610

Prudential

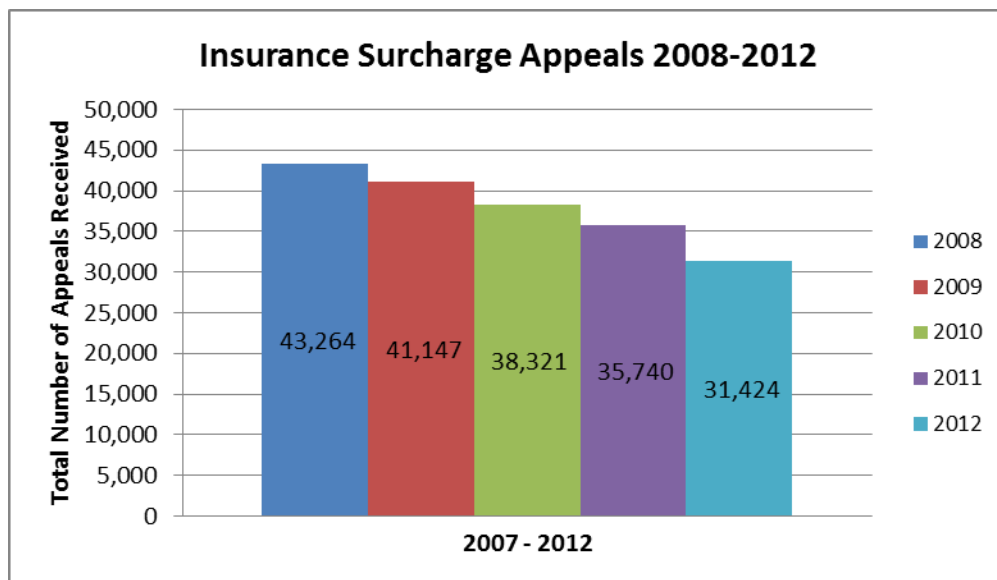
\$387,560

Board of Appeal

The Board of Appeal on Motor Vehicle Liability Policies and Bonds is a unique resource for Massachusetts drivers. The Board of Appeal allows consumers to contest surcharges of at-fault accident determinations, insurance cancellations and license revocations by the Registrar of Motor Vehicles. The Board of Appeal provides consumers a forum to advocate their position in contest to their insurance company. The Board and its hearing officers hear civil appeals regarding insurance surcharges, insurance cancellations and license revocations, actions which in all other states are the domain of the court system.

Insurance Surcharge Hearings

In 2012, Board hearing officers heard over 30,000 appellants contesting their insurance company's finding of fault after an automobile accident. This is compared to over 40,000 hearings during the final years of the "fix-and-established" auto insurance system before the move to the current "managed competition" system, with its resulting increase in consumer choice.



The Massachusetts 'standards of fault' identify 31 situations where drivers can be considered primarily responsible for causing an automobile accident, potentially triggering an increase (surcharge) in their insurance premiums. The financial penalty is determined by the individual insurer; each company may design its own distinct merit rating plan within the standards of fault, with the approval of the Division.

Drivers facing a surcharge may appeal to a Board hearing officer to explain and offer evidence that the automatic application of the standard of fault was incorrect. The insurance company is also present at the hearing, and may present countervailing information or testimony. Drivers whose surcharges are upheld retain the right to appeal the finding in superior court.

Insurance surcharge hearings are regularly held at 13 locations around the state, with the highest numbers in Somerville, Springfield, Worcester, Peabody and Boston. A seasonal location in South Yarmouth serves residents of Cape Cod.

Insurance Cancellation and License Suspension or Revocation Hearings

The three-member Board of Appeal represents the Division of Insurance, the Attorney General, and the Registry of Motor Vehicles, and hears appellants contesting a license suspension, revocation or denial as well as a notice of insurance cancellation. A favorable finding empowers the driver to return to the Registry Motor Vehicles seeking license reinstatement.

In 2012, the Board heard 2,802 license suspension and revocation cases and 148 insurance cancellation cases. The Board meets several days per week in Boston and in alternate weeks in Plymouth, Springfield and Marlborough.

Regional Hearing Locations

**Boston
Brockton
Dedham
Leominster
Marlboro
Peabody
Plymouth
Somerset
Somerville
South Yarmouth
Springfield
Waltham
Worcester**

Rate Regulation

The Division employs a robust technical team that is charged with reviewing products, forms and rates of all insurance products offered in Massachusetts. Actuaries, mathematicians and other skilled staff perform rigorous statistical analysis and review to ensure that products are fair and non-discriminatory. Collectively, the State Rating Bureau, Bureau of Managed Care, the Health Care Access Bureau and the Policy Form Review Unit assist the Commissioner with rate regulation and stabilization of property and casualty, health, workers' compensation and all other lines of insurance.

The State Rating Bureau

The **State Rating Bureau** serves as a consumer representative in hearings on the appropriateness of rates filed by auto, workers' compensation and home insurance carriers. Actuaries and researchers within the SRB collect and analyze data in order to ensure policies and rates are in compliance with laws and regulations. SRB staff also work closely with industry resources to provide summary data on catastrophic and significant events that have an impact on the Massachusetts insurance market.

Policy Forms Review Unit

Policy Form Review staff carefully study contract language for all standard insurance policies filed in Massachusetts including, life insurance and annuities, property and casualty insurance, individual accident and sickness, but excluding health insurance. In 2012, the unit reviewed over 20,000 forms and rates to make certain the benefits of policies were reasonable in relation to the premiums charged and policy provisions were not deceptive or misleading.

Bureau of Managed Care

The **Bureau of Managed Care** monitors specific segments of the health insurance market in Massachusetts including accreditation of managed care organizations and review of form filings for group and non-group health benefit plans, preferred provider plans, group stand alone vision and dental plans and all other small group products. The Bureau published numerous lists of approved providers and products for use by Massachusetts consumers in 2012.

Health Care Access Bureau

The **Health Care Access Bureau** was established under the 2006 health care reform law and is charged with monitoring the health insurance marketplace, reviewing rate increases and other market trends and factors that lead to health care cost increases.

Keys to Rate Regulation

State Rating Bureau- collection and analysis of data to ensure policies are compliant with MA laws.

Policy Form Review- study of contract language to ensure reasonable and non-discriminatory language and pricing.

Bureau of Managed Care- monitoring of managed care products in the health insurance marketplace.

Health Care Access Bureau- monitoring of the health insurance marketplace in Massachusetts and the rate review process.

Property and Casualty Insurance

Vehicles and homes are some of the most valuable assets that consumers purchase; therefore, protection of those assets is crucial. Massachusetts has seen innovative and adaptive markets flourish for consumers who seek to save money and gain security for their homes and their cars.

Private Passenger Automobile

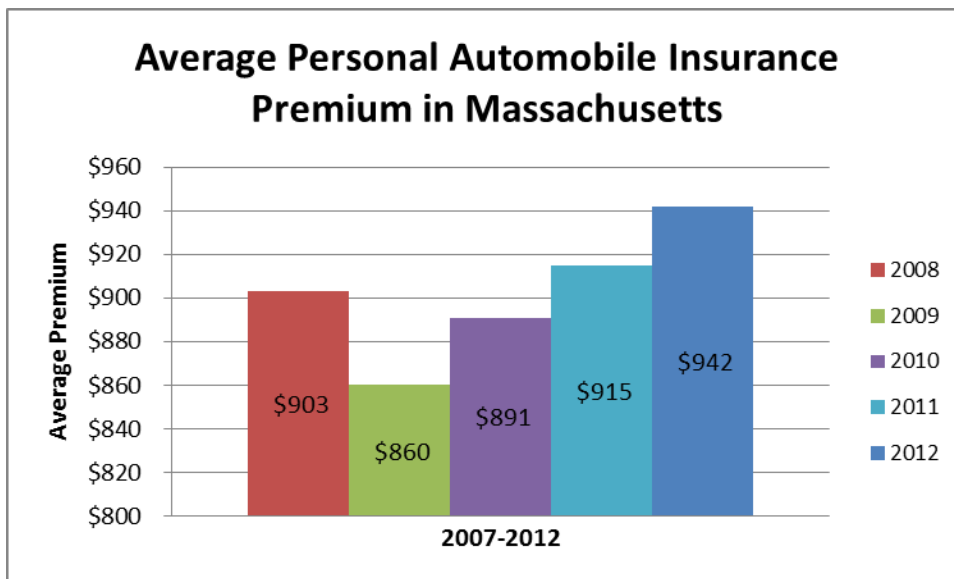
Since the move from fixed and established rates to managed competition in the private passenger automobile insurance market on April 1, 2008, the number of insurance companies providing personal auto insurance has nearly doubled. As of December 31, 2012, 13 new insurance companies had entered the marketplace which brought the total number of company groups writing private passenger automobile insurance to 33.

The 2012 average private passenger automobile insurance premium per car was 4% lower than it was in 2007 and 15% lower than it was in 2005.

Since Managed Competition...

The percentage of uninsured vehicles in 2012 was 3.6%, down from 5.2% in 2005

The percentage of cars insured in the residual market declined from 4.3% in 2008 to 2.8% in 2012.

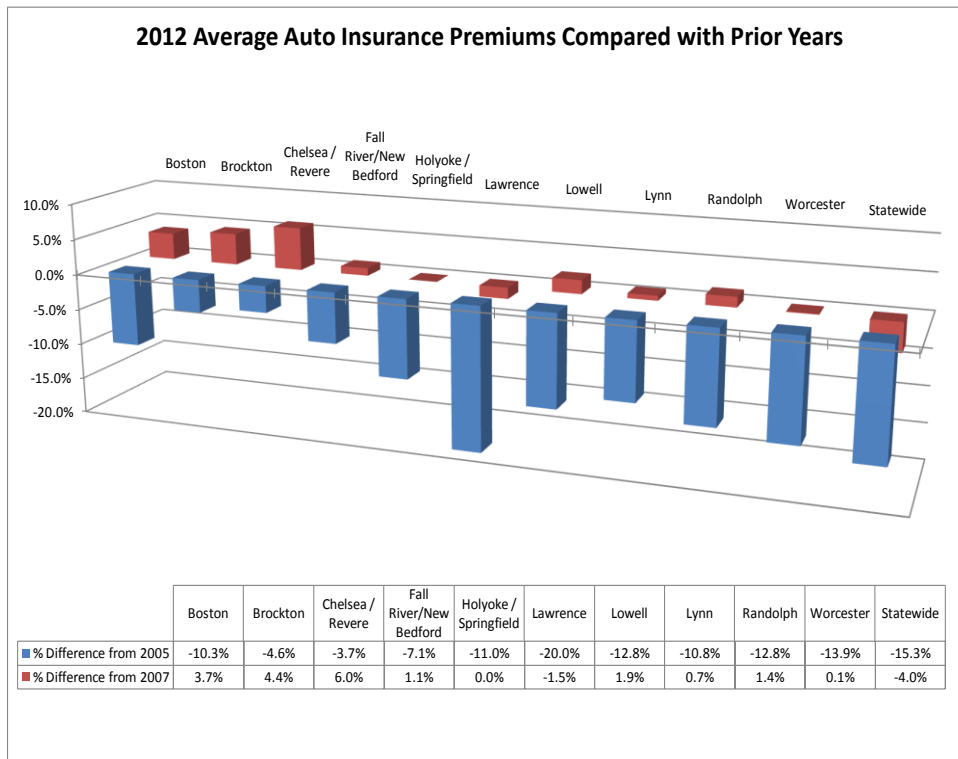


Source: National Association of Insurance Commissioners

Insurers have introduced many new coverage enhancements for their customers. A large number of insurers offer supplemental coverage such as expanded rental reimbursement, accident forgiveness, disappearing deductibles and loan/lease gap coverage.

The collaborative fraud fighting efforts of the Office of the Attorney General, local law enforcement, and the Insurance Fraud Bureau of Massachusetts that began between 2004 and 2006 dramatically reduced claim costs in major metropolitan areas.

The 2012 average premiums in Boston, Brockton, Holyoke/Springfield, Lawrence, Lowell, Lynn, New Bedford, Fall River, Randolph and Worcester continue to be less than or equal to the average premiums in 2007 and are 8%-22% lower than the 2005 average premium.



Source: The Community Insurance Fraud Initiative—A Ten Year Retrospective , Insurance Fraud Bureau of Massachusetts

In the residual market, Commonwealth Automobile Reinsurers (“CAR”) submitted proposed changes to the Massachusetts Automobile Insurance Plan’s Rules of Operation to the Division. The major proposed change concerned the manner in which voluntary rating information is provided to Massachusetts Automobile Insurance Plan (“MAIP”) producers so that producers can compare the voluntary rates to the MAIP rates to comply with the Lane-Bolling amendment and charge the consumer the lesser of the two rates. The Division approved the change to the rules as submitted by CAR after considering testimony from advocacy and trade groups.

The Division continued its efforts to assist insurance producers formerly known as Exclusive Representative Producers (“ERPs”) to transition to the new assigned risk residual market system and to obtain voluntary contracts with insurers. As of the end of 2012, 30 producers remained without voluntary contracts. However, these producers can continue their insurance business because they can continue to write policies through the MAIP.

Home Insurance

Home insurance is sold to owners as well as renters, and may cover the cost of damage to one's home as well as personal liability claims that may be filed against its owner. The Division monitors the homeowners insurance markets, reviews the activities of the residual market administered by the Massachusetts Property Insurance and Underwriting Association (the FAIR plan) and reviews all forms and rate submissions.

Each year, since 1996, the Division has produced the Annual Report on Home Insurance. The report provides an overview of the home insurance market as well as aggregate statistical data on average premium by zip code. The 2012 Report on Home Insurance can be found online here:

<http://www.mass.gov/ocabr/consumer/insurance/home-insurance/report-on-homeowners-insurance/>

Residual Market Rate Increase

Consumers who cannot obtain insurance through the voluntary market perhaps because of their claim history, their proximity to the ocean, the amount of crime in their neighborhood, or certain disqualifying features of their property may purchase coverage through the Massachusetts Property Insurance Underwriting Association (MPIUA). The MPIUA offers home insurance coverage through a program commonly referred to as the FAIR (Fair Access to Insurance Requirements) Plan. The FAIR plan is made up of all of the state's home insurance companies and is open to consumers who are unable to obtain insurance through the private market.

The FAIR plan submitted a 7.2 % state-wide average rate increase on November 10, 2011. The overall rate increase would have been for home, condominium, dwelling fire and extended coverages. The filing additionally proposed a 6.7% increase on the Cape and Islands and a 9.9 percent increase in certain urban areas such as New Bedford, Worcester and Springfield.

On May 10, 2012, Commissioner of Insurance Joseph G. Murphy issued an order disapproving the rate increase. The Commissioner cited in his decision that the MPIUA failed to meet its statutory burden of proof by demonstrating that its filing met the applicable legal and regulatory standards.

Special Examination of the 2011 Tornadoes

Following the June 1, 2011 tornadoes in central and western Massachusetts, the Division of Insurance called a special examination of the top 25 home insurance companies and the Massachusetts Property Insurance Underwriting Association for the purpose of reviewing and evaluating the processing of claims submitted resulting from this event.

The special examination report was filed on May 22, 2012 and revealed that the industry responded to over 11,000 tornado-related claims. About 6,500 of these claims were for homes. The report can be found here online:

<http://www.mass.gov/ocabr/docs/doi/final-report-2011-tornadoes.pdf>

Home Insurance Claims Resulting from the 2011 Tornadoes

A 2012 Special Examination of the June 1, 2011 Massachusetts Tornadoes reported that there were 6,493 home insurance claims.

The average claim payment for homes was \$25,784. As of the April 2, 2012 examination report date, 98.3% of the claims were closed.

Workers' Compensation Insurance

Since 2007, The Division of Insurance has lowered average workers' compensation rates by 19.7%. The state has also made several other changes to the structure of workers' compensation premiums in this time including reducing the maximum penalty for losses from 49% to 25% and lowering charges required to be paid by small businesses in an effort to further improve the environment for business.

On March 30, 2012, the Division of Insurance held a hearing to consider the rate filing request of the Workers' Compensation Rating and Inspection Bureau of Massachusetts—an unincorporated association licensed as a rating organization. The request was for a general revision of a workers' compensation insurance risks and premiums to be effective September 1, 2012, with a statewide average increase of 19.3%.

After a five-month hearing process, on August 30, 2012, the Division of Insurance disapproved any rate increase, saving businesses an estimated \$200 million in premiums.

In a survey by the Oregon Department of Consumer and Business Services, Massachusetts was ranked among the lowest in the nation for workers' compensation rates. Massachusetts ranked fifth-lowest of the 50 states and Washington D.C.

Health Insurance

Through the Health Care Access Bureau (HCAB) and Bureau of Managed Care (BMC), the Division reviews health insurance products, forms and rates and the markets within which those products are offered to Massachusetts consumers.

The HCAB was created as part of Massachusetts' landmark health reform legislation in 2006. The HCAB is responsible for regulatory oversight of the small group and individual health insurance markets and affordable health plans. The BMC monitors health benefit plans, accreditation of managed care organizations, rate and form filings to ensure that they meet Massachusetts law and regulation. The HCAB and BMC staff also work with the State Rating Bureau to review and monitor the life and long term care insurance markets in the state. With the June, 2012, decision by the United States Supreme Court to affirm the federal Patient Protection and Affordable Care Act (ACA), the Division's health team focused significant effort to align Massachusetts' rules and procedures with the anticipated federal procedures.

In 2012, Massachusetts continued to lead the country in implementation of broad and affordable health insurance coverage for all citizens. Again in 2012, more than 98% of all Massachusetts residents had obtained health

insurance coverage. With the June, 2012, determination by the US Supreme Court of the constitutionality of the federal Patient Protection and Affordable Care Act (ACA), the HCAB began to prepare for implementation of the federal law as an overlay of Massachusetts' existing rules and regulations.

Cost containment continued as a key theme guiding the Division's work on health insurance in 2012. Division staff participated in developing a "Roadmap to Cost Containment", providing consumers with methods to compare the cost and quality of health care providers to make more informed choices in spending health care dollars. The Division also carefully monitored the marketplace as carriers further widened their range of plan offerings, providing more choices while offering financial incentives to consumers who choose local providers rather than academic medical centers for their routine care.

The Division also remained vigilant in focusing on base health insurance premium rates in the individual and small group markets. Since tackling rate escalation in 2010, the Division's efforts have kept quarterly increases in the low single digits, as identified in the following chart.



In 2012, Massachusetts carriers collected \$10.4 billion in premiums and paid \$9.0 billion in health care claims payments to hospitals, doctors and other providers and another \$1.19 billion in administrative expenses, realizing net income of \$0.21 billion for the year.

Notable Pursuits in 2012

2012 was another year for significant changes in law and regulation governing the Massachusetts health insurance market. Among the important changes were:

- **Chapter 224 of the Acts of 2012**

Formally entitled *An Act Improving the Quality of Health Care and Reducing Costs through Increased Transparency, Efficiency and Innovation*, this law fundamentally shifted both service delivery and payment for health care in Massachusetts, demanding that insurance carriers respond in kind. The Division was assigned various responsibilities, including the regulation of Risk-Bearing Provider Organizations (RBPOs).

RBPOs are provider organizations which accept certain financial risk through alternative payment contracts with health insurance carriers. The Division has commenced a process, including listening sessions and outreach to stakeholders, to certify RBPOs, requiring them to demonstrate annually that they have not assumed risk which would affect their solvency.

The law also required all insurers to submit an annual report certifying that they have complied with state and federal mental health parity requirements, including information about how often they have approved or denied coverage for mental health services, as contrasted with medical health services. The Division hosted several public sessions as well as ongoing meetings with advocates and providers about the implementation of this responsibility.

- **Small Group Purchasing Cooperatives**

Governor Patrick directed the Division to work with qualified associations to create group purchasing cooperatives as another mechanism for improving health insurance affordability.

Cooperatives were designed to allow small employers to band together to negotiate better rates and coverage options. The Division endorsed the first cooperatives, sponsored by the Retailers Association of Massachusetts, the Massachusetts Association of Chamber of Commerce Executives and the Associated Subcontractors of Massachusetts, in 2012.

- **Chapter 61 of the Acts of 2012**

Formally entitled, *An Act Relative to Tiered and Selective Network Health Plans* this law supported the continuing efforts of health insurance carriers to create cost-effective health insurance plans, including limited, regional or tiered network

products which encourage consumers to receive services from lower-cost but high quality facilities. Division regulations 211 CMR 153.00 directed carriers in implementing the law.

- **Selecting “Essential Health Benefits”**

As mandated by the ACA, a Division-directed process led stakeholders and representatives of colleague agencies in evaluating ten plans as options for Massachusetts Essential Health Benefits (EHB). EHBs are the medical services, supplies or prescription drugs required to be covered in all small group and individual health plans sold in Massachusetts.

The Affordable Care Act (“ACA”) requires that health plans offered in the small group and individual markets cover Essential Health Benefits (“EHBs”) effective January 1, 2014. The EHBs are the medical services, supplies or prescription drugs required to be covered in all small group and individual health plans, but this does not include the level of cost-sharing (copayments, deductibles or coinsurance). States were directed to define that state’s EHBs by designating a “benchmark plan” selected from:

- (1) one of the three largest small group plans; or
- (2) one of the three largest state employee health plans; or
- (3) one of the three largest federal employee health plans options; or
- (4) the largest HMO plan offered in the state’s commercial market.

The Division of Insurance (DOI) was designated by the Governor to select the benchmark plan for Massachusetts. To make the selection, the DOI coordinated an analysis of the 10 possible plan options. Based on the analysis, the DOI recommended that the benchmark plan be selected from one of the three small group plans based on the determination that all of these plans reflect the benefits currently available to individuals/small employers and all of these plans include all the Massachusetts mandated benefits currently available to individuals/small employers.

The analysis showed that there are relatively minor differences in the benefits covered within the small group plans identified and the actuarial value of these plans differs by less than 50 cents on every \$100 of premium. Consequently, the DOI recommended that the plan with the largest enrollment in the merged market, the Blue Cross Blue Shield of Massachusetts HMO Blue plan, be selected as the benchmark plan. As this plan does not include the required category for pediatric dental, the DOI, following guidance from the Centers for Medicare and Medicaid Services, recommended that the benchmark plan be supplemented with

the pediatric dental benefit plan from the Commonwealth of Massachusetts Children's Health Insurance Program (CHIP). The following attachments provide detail on the benchmark plan benefits:

- BCBSMA HMO Blue plan certificate
- BCBSMA HMO Blue plan formulary

- **Rebates to Individuals and Small Businesses**

Five of the state's largest health insurers returned \$56.8 million to individuals and small businesses, reflecting a portion of the difference between what the insurance carriers charged in premiums and what they actually spent on health care costs. Eligible individuals received an average of \$205, while small employers received about \$936, either in direct payment or in credit toward future premiums. Massachusetts law requires carriers to spend at least 88% of the premium dollars they collect on health care.

Long Term Care

Long term care insurance remained a topic of continued focus for the Division in 2012. Chapter 312 of the Acts of 2012 created new requirements for long term care insurance products issued in Massachusetts: establishing new product, rate, producer training and disclosure standards based on a model act developed by the National Association of Insurance Commissioners (NAIC). The law further tasked the Division to investigate rate stabilization options within long term care insurance markets

Residual Markets

Insurance consumers who are considered “high risk” may have difficulty obtaining insurance through the so-called ‘voluntary’ or open, market. To make basic coverage more readily available to everyone who wants or needs insurance, special insurance plans—known as residual, shared or involuntary markets have been established by state regulators working with the insurance industry.

The two most common ways of structuring a residual market are through an assigned risk plan and through pooling. Under an assigned risk model, each individual or policyholder (the risk) is assigned to a participating company. The number of risks assigned to specific insurers usually reflects each company’s market share. The assigned carrier then owns that risk and services the policy much like it does for its voluntary business. The assigned risk plan might set the premium or restrict the policy features available to all policy holders in the involuntary plan, but the billing and claims functions operate through each insurer’s own internal systems.

Under the pool model, all of the insurers offering a particular type of insurance coverage form an association to pool risk. High risk individuals and businesses that cannot obtain coverage in the voluntary market may obtain a policy from one or more private insurers who function as servicing carriers for the association. The servicing carriers handle the underwriting, billing, and claims handling for all policies insured on behalf of the association. In a process invisible to the policyholder, premiums, losses, and expenses are shared by all companies in the association, in proportion to their market share.

The Massachusetts Long Term Care Market

2001

Average Premium

\$2,087

Enrollment

102,340

2004

Average Premium

\$2,287

Enrollment

126,691

2008

Average Premium

2,695

Enrollment

152,858

Massachusetts Residual Markets

Residual markets exist for five lines of insurance in Massachusetts. The residual markets for personal auto and workers' compensation are both administered as assigned risk plans. The residual markets for medical malpractice and commercial auto are administered as reinsurance pools with multiple servicing carriers. The residual market for home insurance is administered as a pool with a single servicing carrier.

For each of these residual markets, the Division serves as the primary oversight entity, and the Commissioner typically appoints individuals to the governing bodies of each association. Those governing bodies promulgate rules of operation, subject to the approval of the Commissioner. Residual market mechanisms undergo financial and market conduct examinations just as individual companies do.

Examples of the Commonwealth's Residual Markets

Home

Structure: Pool
Share of Market: 12.7%
2012 Premium: \$242,444,045

Personal Automobile

Structure: Assigned
Share of Market: 2.6%
2012 Premium: \$112,198

Commercial Vehicle

Structure: Pool
Share of Market: 15.6%
2012 Premium: \$97,605,975

Licensing and Enforcement

The Division of Insurance ensures a healthy marketplace for consumers through intensive licensing and investigations and enforcement actions when there are instances of misconduct.

The Division of Insurance monitors and regulates all new licenses and amended licenses of insurance companies in the Commonwealth. This rigorous process includes the scrutiny of financial viability, qualifications of the management team and mergers and acquisitions. Through the **Company Licensing** process, the Division's financial analysts ensure that companies are financially stable and practicing fair and ethical business practices.

In order to obtain an insurance policy, consumers typically purchase through an agent or broker, commonly known as an insurance producer. Insurance producers are licensed by the Massachusetts Division of Insurance to sell policies of one or more companies. To obtain a producer license, candidates must pass a series of examinations and maintain continuing education in order to remain current as the insurance industry evolves. The Division's **Producer Licensing Unit** is charged with ensuring producers and insurance agencies are in compliance with Massachusetts General Laws, sell only products they are licensed to sell and are active in continuing education courses.

When producers or business entities face allegations of misconduct, the **Special Investigations Unit** works alongside enforcement attorneys to complete compliance investigations. Special Investigations can result in penalties and fines or restitution for consumers who may have been the subject of misconduct.

Through examinations, license processing and compliance management, these units ensure a fair and balanced insurance marketplace for consumers.

Company Licensing

Under the insurance laws of Massachusetts, the Division evaluates all applications for new and amended licenses by companies desiring to establish or expand their insurance business in Massachusetts. Such examinations are conducted in accordance with the laws and regulations of the Commonwealth as well as with the NAIC Uniform Certificate of Authority Application process. The NAIC has developed a fourteen-part application which addresses the applicant's solvency, management team, and experience in the insurance industry.

The Division also oversees numerous unique transactions by Massachusetts domestic insurers, each of which is analyzed individually and concludes with a recommendation by the analyst, the supervising analyst and the Commissioner of Insurance when appropriate. These transactions include:

- Ordinary and extraordinary dividend requests
- Surplus note interest payment and payment of principal requests
- Changes in the Articles of Organization for insurers resulting in Restated or Amended Articles
- Potential changes within the holding company of a Massachusetts domestic insurer that could lead to changes in control
- Mergers, acquisitions, mutual affiliations and quasi-reorganizations, de-mutualizations and re-domestications.
- Additional reserving requirements
- Creation of new domestic insurers

Notable Transactions in 2012

There were several changes to the composition of the Massachusetts domestic insurers during 2012. These included the following:

- **Harvard Pilgrim Health Care, Inc., Harvard Pilgrim Health Care of NE, Inc. & HPHC Insurance Company, Inc.**
 - On October 25, 2012, Harvard Pilgrim Health Care, Inc. announced that it has reached an agreement with Partners HealthCare on a collaborative, four-year contract.
- **Health New England, Inc.**
 - Health New England, Inc. created and capitalized a new Massachusetts domestic insurance company on March 19, 2012, HNE Insurance Company.
- **Hospitality Mutual Insurance Company & Hospitality Insurance Company**
 - In 2012 Hospitality Mutual Insurance Company became a multi-state insurer after obtaining licenses in Rhode Island and New Hampshire.

Company Licensing Activity 2012

23 companies were issued new licenses

31 companies had their licenses amended

6 companies became accredited reinsurers

3 companies became surplus line writers

2 company granted a Service Contract Provider License

Liberty Mutual Insurance Company

- Effective January 1, 2013 a pooling arrangement was amended whereby Liberty Mutual Insurance Company assumed business from additional affiliated companies and changed the ceded allocation to its affiliated companies.
- **Neighborhood Health Plan, Inc.**
 - Neighborhood Health Plan, Inc. was acquired by Partners HealthCare System on September 14, 2012.
- **New England Mutual Insurance Company**
 - New England Mutual Insurance Company began operating on a direct basis after separating from a pooling arrangement with Quincy Mutual Fire Insurance Company.
- **OneBeacon America Insurance Company, The Employers' Fire Insurance Company & The Northern Assurance Company of America**
 - In anticipation of a transaction to sell certain business to an unaffiliated third party, effective October 1, 2012 the pooling agreement among the OneBeacon Companies was terminated and replaced with a 100% reinsurance agreement with the parent, OneBeacon Insurance Company.
- **Plymouth Rock Assurance Company, Pilgrim Insurance Company, Bunker Hill Insurance Company & Bunker Hill Insurance Casualty Company**
 - Plymouth Rock Assurance Company sold a wholly-owned subsidiary, Plymouth Rock Assurance Casualty Company, to an affiliate, Bunker Hill Insurance Company on April 5, 2012. Following the acquisition, the Plymouth Rock Assurance Casualty Company name was changed to Bunker Hill Insurance Casualty Company.
- **Primerica Life Insurance Company**
 - A new reinsurance contract was created to cede Triple-X business to a new captive affiliate, Peach Re, Inc.
- **Quincy Mutual Fire Insurance Company**
 - Quincy Mutual Fire Insurance Company terminated a pooling arrangement with New England Mutual Insurance Company and Patrons Oxford Insurance Company effective December 31, 2011.
- **The Savings Bank Life Insurance Company of Massachusetts**
 - A new reinsurance contract was created to cede Triple-X business to a new captive affiliate, SBLI Re VT, LLC.

Producer Licensing

The Division of Insurance also licenses all “producers” of insurance, including agents, brokers and other professionals, and monitors their adherence to the Commonwealth’s legal and regulatory requirements for their licensure, such as meeting their obligations for continuing education and training to remain fully briefed in current topics and standards of operations.

Again in 2012, the Division saw approximately a 3% increase in the number of producer licenses issued. Numbers in other areas of licensing decreased slightly year-over-year as depicted in the chart below:

License Type	2010	2011	2012
Insurance Producers	93,743	97,488	101,398
Motor Vehicle Damage Appraisers	4,958	5,000	4,717
Surplus Lines Brokers	1,647	2,056	1,844
Public Insurance Adjusters	246	285	271
Insurance Advisors	520	595	570
Viatical Settlement or Loan Brokers	31	33	29
Reinsurance Intermediaries	130	169	155
Auto Clubs	23	22	22
Auto Club Agents	344	448	411

Types of Licenses

- Producers
- Advisers
- Auto Clubs
- Auto Club Agents
- Bank Insurance Licenses
- Public Insurance Adjusters
- Reinsurance Intermediaries
- Surplus Lines Brokers
- Viatical Settlement Brokers
- Motor Vehicle Damage Appraisers

Enhancing Online Licensing

In 2012, about 97% of all licensees used on-line systems to obtain or renew their insurance licenses. The Division devoted extensive resources in 2012 to expanding and improving its on-line capabilities to meet the expectations of the industry for this efficient method of commerce.

The Division offers its licensees two on-line vehicles for obtaining and renewing their licenses. Beginning in late 2011, the Division launched its partnership with NIPR, the National Insurance Producer Registry, enabling individual insurance producers from Massachusetts and around the country to obtain or renew their credentials to sell insurance in the Commonwealth. The collaboration with NIPR was further enhanced in 2012 when, by direction of the federal Dodd-Frank Act, the licensing of all surplus lines brokers in all states moved from paper submittals to on-line processing through NIPR.

The Massachusetts-sponsored online licensing portal, OLLIE, (www.ollieisabreeze.doi.state.ma.us) was created in 2007. Licensees can use OLLIE to create an agent or agency profile page which is then uploaded to the Division’s **Agent Finder** website (www.agentfinder.doi.state.ma.us), which consumers can use to find insurance professionals by line of insurance or geographic location.

Agent Finder offers a quick and easy way to locate insurance producers.

Special Investigations

The **Special Investigations Unit** (SIU) investigates allegations of misconduct by insurance licensees and certain non-licensees, and recommends enforcement action where appropriate. SIU investigations involve finding, reviewing and documenting evidence supporting allegations of unfair methods of competition, unfair or deceptive acts or practices in the business of insurance, and other violations of insurance laws and regulations. SIU findings may be referred to enforcement counsel in the Division's Legal Unit to pursue appropriate remedies.

Enforcement case results are reported on the Division's website and to the NAIC Regulatory Information Retrieval System ("RIRS"), which is accessible by regulators in other jurisdictions.

In 2012, SIU closed a total of 221 cases. Common allegations investigated included licensees:

- engaging in forgery or theft of insurance premium
- failing to make appropriate disclosures on license applications
- failing to timely disclose administrative or criminal matters to the Division
- misrepresentation on insurance policy applications

Among the cases closed in 2012 there were 82 orders to cease-and-desist from improper conduct and 13 individual license suspensions or revocations. Financial penalties of \$209,250 were paid to the General Fund of the Commonwealth of Massachusetts.

For example, one settlement was with an agency which for more than one year repeatedly included fraudulent information on applications for automobile insurance. The agent and agency each paid \$50,000 fines and the agency principal's license was suspended for six months for failure to appropriately supervise.

Another settlement example was with a national financial services company which allowed its license to lapse for a three year period, during which it sold more than 2,500 Massachusetts policies. The company paid a \$50,000 fine for this unlicensed activity.

Penalties Paid in the Last Five Years

2008: \$266,375

2009: \$201,125

2010: \$260,030

2011: \$241,700

2012: \$209,250

Law and Regulation

The Division's Legal Unit assists the Commissioner of Insurance in administering the laws of the Commonwealth as they pertain to the protection of the insurance consumer through the regulation of the insurance industry, rehabilitation of financially troubled insurers, and the takeover and liquidation of insolvent insurers.

Notable Events

- A proposal from Partners Health Care to acquire the Neighborhood Health Plan was the subject of a hearing on August 17, 2012
- Further changes to requirements related to health insurance: hearings were held on regulations relating to infertility benefits and continuity of access to health care. The annual hearing on the condition of the Massachusetts market for Medicare supplement insurance took place on June 28, 2012.
- Rate request hearings from the Massachusetts Property Insurance Underwriting Association (see page 15) and the Workers Compensation Rating and Inspection Bureau (see page 16).

Regulatory matters in 2012 focused, as in 2011, on changing requirements related to health insurance. Hearings were held on regulations relating to infertility benefits and continuity of access to health care.

Public Records Requests

The Legal Unit responded to more than one hundred written public records requests and oral public record requests in 2012. In addition, Division attorneys handled two appeals to the Supervisor of Public Records in 2012; both upheld the position of the Division of Insurance. The Legal Unit also supervised and assisted in responding to public records inquiries made directly to all Division departments, including Consumer Services, Financial Surveillance, Policy Forms Review, Producer Licensing, and Special Investigations

1033 Committee Reviews

Division attorneys continue to serve on the "1033 Committee," an advisory committee that reviews all applications for written consent to engage or participate in the business of insurance under the provisions of the federal Violent Crime Control and Law Enforcement Act of 1994, 18 U.S.C. § 1033. In 2012, the 1033 Committee received one complete application for written consent, which was denied.

Eleven other cases were brought to the Committee in 2012, including 10 disciplinary actions initiated by the Division; one was an appeal of

a Division decision denying a license application. Two disciplinary actions were settled through consent decrees, two were withdrawn, five resulted in decisions revoking licenses and one remains open. The Division's action denying a license was upheld on appeal. In addition to cases filed in 2012, two appeals of license denials that were initiated in 2011 were resolved in 2012; in both cases the denials were upheld.

Automobile Damage Appraiser Licensing Board

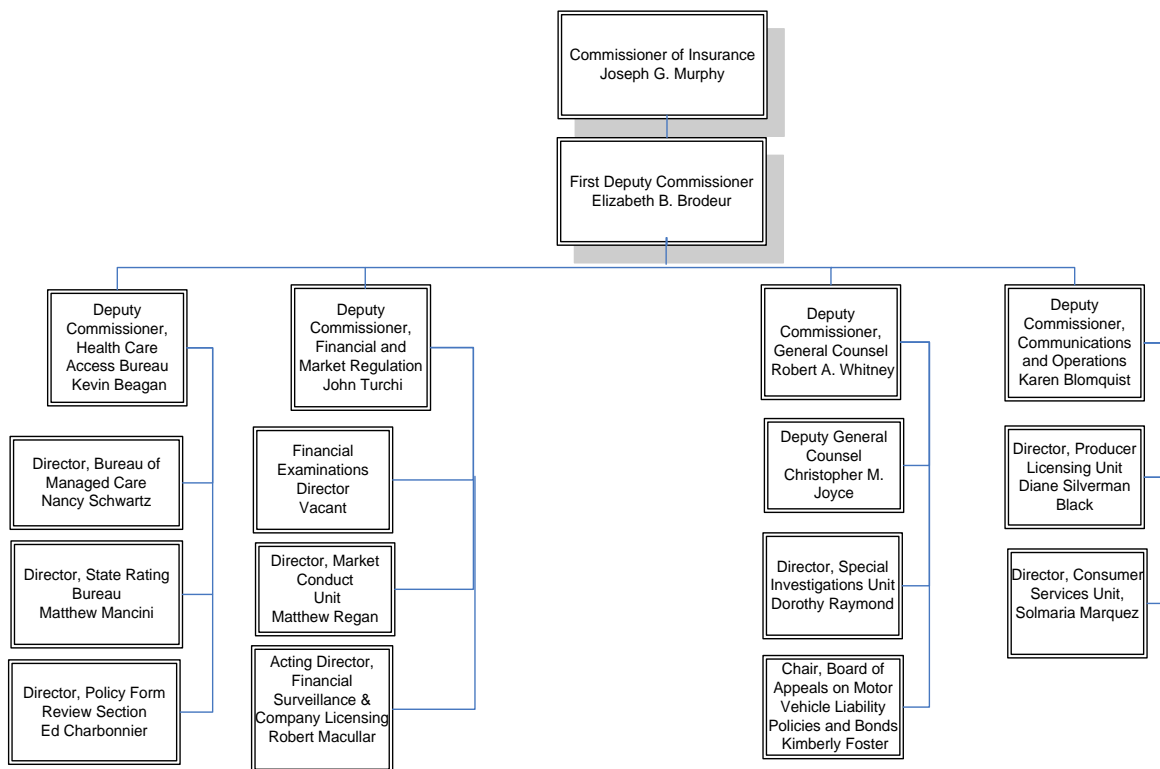
The ADALB institutes and maintains standards for the conduct of motor vehicle damage appraisers, conducts licensing examinations, processes applications and issues and renews licenses. Its members can suspend, cancel and revoke licenses following a hearing process that may result from complaints that are brought before the ADALB. The ADALB also may not renew licenses where allegations of misconduct exist. The ADALB sets licensing eligibility requirements, approves training programs and establishes license revocation guidelines. It also holds frequent public meetings throughout the course of the year.

In 2012, ADALB issued 189 new licenses and approved 4,805 renewals. There were a total of 7 complaints and no licenses were suspended, revoked or cancelled. It held 4 exams in 2012 which were taken by 225 applicants.

The Organization

Under the leadership of the Commissioner of Insurance, the Division is organized into four major areas: Financial and Market Regulation; Statistical Rating, including the Health Care Access Bureau; Legal, and Communications and Operations. Each section, overseen by a Deputy Commissioner, assists the Commissioner in meeting the mission and mandate of the Division. In 2012, the Division operated with a full-time staff of approximately 115 professional and administrative support personnel and a budget, funded through industry assessment, of \$14.3 million.

ORGANIZATION CHART - 2012



Budget and Revenue

The Division collects fees and assessments from segments of the insurance industry according to Massachusetts law and regulations. The balance of the revenues not used to fund the Division's operating budget is provided to the Commonwealth's General Fund.

Division of Insurance Budget	\$14,300,000
Total Collections for General Fund	\$116,728.64

Revenue from company and producer licensing, filing fees, penalties and assessments produces over \$116 million in revenue.

Description	Total
Service of Process	\$4,160.00
Letters of Certification	\$37,572.00
Annual Statements	\$221,049.00
Life Insurance Valuations	\$579,620.30
Special Brokers Tax	\$24,156,389.04
Auto Club Licenses	\$21,075.00
Policy Form Filing Fee	\$613,045.00
Surcharge Appeal Filing Fee	\$1,569,300.30
Charters	\$52,965.00
Loss of License Filing Fee	\$158,725.00
PPA Application Fee	\$35,500
Rate Filing Fee	\$619,475.00
Fines and Penalties	\$5,966,492.78
Fraternal Licenses	\$6,152.00
Appraiser Licenses	\$273,460.00
Appraiser Examinations	\$15,000.00
Appointment Licenses	\$43,592,819.28
Producer Licenses	\$9,777,781.03
Company Licenses	\$296,327.00
Rating Organization	\$115.00
Domestic Insurance Examinations	\$595,056.57
Special Maintenance Assessment	\$1,013,075.89
State Rating Bureau Assessment	\$1,030,512.02
Attorney General Assessment	\$2,193,285.99
Merit Rating Board Assessment	\$8,808,312.42
Suffolk County Arson Assessment	\$14,195.58
Health Care Access Bureau Assessment	\$644,693.00
Department of Fire Services Assessment	\$20,491,923.66
Automobile Insurance Bureau Assessment	\$566,927.79
DOI Operations	\$13,753,994.32
Miscellaneous	\$110,024.14
TOTAL	\$116,728,598.64

Appendix A - Bulletins

The Massachusetts Commissioner of Insurance periodically publishes bulletins to provide information or interpretations about insurance laws or regulations to the industry and to interested consumers. Unless otherwise noted, a bulletin remains in effect in perpetuity unless it is superseded by a newer version or specifically rescinded by the Commissioner.

Bulletin 2012-01
**Reporting to the Bureau of
Managed Care of Instances
Where Insurance Carriers are
not Consistent with Required
Uniform Coding and Standards**

The Bureau, within the Division of Insurance, has established a system for health care providers to report instances where a carrier may not be adhering to required uniform standards. In the event that a provider believes a carrier not to be in compliance with the required standards, the provider may file a complaint with the carrier to attempt to resolve the complaint.

Bulletin 2012-02
**Methodology for Calculating
and Reporting Medical Loss
Ratio Rebate or Credit
Calculations in Massachusetts**

Issued to instruct commercial health insurers, Blue Cross and Blue Shield of Massachusetts, Inc. and Health Maintenance Organizations (hereinafter “Carriers”) regarding compliance with 211 CMR 66.09(8), and to clarify the requirements of 211 CMR 66.00 associated with Medical Loss Ratio (“MLR”) calculations.

Bulletin 2012-03
**Comprehensive Cancer
Centers, Pediatric Hospitals
and Pediatric Specialty Units
Impacted by Chapter 61 of the
Acts of 2012**

Issued to instruct commercial health insurers, Blue Cross and Blue Shield of Massachusetts, Inc. and Health Maintenance Organizations (“Carriers”) regarding compliance with the provisions of Chapter 61 of the Acts of 2012 (“Chapter 61”), which became effective on May 1, 2012.

Bulletin 2012-04
**Changes to ZIP Codes in the
Boston Neighborhoods of
Mattapan and Hyde Park**

Issued to alert all insurance companies offering home and automobile insurance in Massachusetts that the United States Postal Service (“USPS”) has approved the request of the City of Boston to implement a change in ZIP Codes, effective July 1, 2012.

Bulletin 2012-05
**Open Enrollment and
Continuation of Coverage for
Eligible Individuals in Existing
Plans with Policy-Year
Deductibles**

Issued to address a unique situation that arises in the market for health coverage as of August 1, 2012 for many persons covered in individual health plans with policy-year deductibles, and is likely to arise again with the implementation of certain open enrollment rules required under the federal Patient Protection and Affordable Care Act (“ACA”) in 2013.

Bulletin 2012-06
**New Online Licensing of
Resident and Nonresident
Surplus Lines Brokers**

Issued to notify resident and nonresident surplus lines brokers licensed in Massachusetts, as well as any persons or business entities seeking to become licensed as a surplus lines broker in Massachusetts.

Bulletin 2012-07
**Small Group/Individual Market
Rate Filings Submitted for
Rates to be Effective in the
First Quarter of 2012**

Issued to instruct commercial health insurers, Blue Cross and Blue Shield of Massachusetts, Inc. and Health Maintenance Organizations (hereinafter “Carriers”) regarding requirements for small group/individual (merged) market (hereinafter “Small Group”) rate filings submitted to the Division on and after October 1, 2012 for coverage issued or renewed during the first quarter of 2013.

Bulletin 2012-08
**Transitional Rules for Carriers
and Provider Organizations
Relative to the Certification of
Risk-Bearing Provider
Organizations**

The new Massachusetts health care payment reform law, Chapter 224 of the Acts of 2012, became effective on November 4, 2012. Chapter 224, in part, creates a new Chapter 176T of the General Laws, under which the Division of Insurance (“Division”) must annually certify provider organizations that take on certain financial risk through alternative payment contracts with Carriers.

Bulletin 2012-09
**Addendum to “2013 Guide to
Health Insurance for People
with Medicare**

Issued to provide further guidance to people eligible for Medicare pursuant to Massachusetts regulations 211 CMR 42.09(4) and 211 CMR 71.13(2)(d)4.

Bulletin 2012-10
**Executive Compensation
Disclosure Requirements for
Massachusetts Domestic
Mutual Insurance Companies
and Massachusetts Domestic
Mutual Holding Companies**

Effective July 1, 2012, Massachusetts General Laws Chapter 175, §19X requires each Massachusetts domestic mutual insurance company and each Massachusetts domestic mutual holding company to disclose in a clear, concise and understandable manner all compensation being provided to the chief executive officers or other former executive officers (the “named executive officers”), and all directors of such company.

Bulletin 2012-11
**Coverage of Hearing Aids for
Children**

Issued to clarify recent changes to the Massachusetts laws that provide for coverage of hearing aids for children as expressed within Chapter 233 of the Acts of 2012 (“Chapter 233”).

Bulletin 201-12
**Coverage of Treatment of Cleft
Palate and Cleft Lip for
Children**

Issued to clarify recent changes to the Massachusetts laws that provide for coverage of treatment of cleft palate and cleft lip for children as expressed within Chapter 234 of the Acts of 2012 (“Chapter 234”).

Bulletin 2012-13
**Transition Rules for Long-
Term Care Insurance Offered
on and after January 1, 2013**

Issued in regards to the October 25, 2012 enactment of Chapter 312 of the Acts of 2012 (“Chapter 312”). The statute and this Bulletin apply to all insurance companies that issue long-term care insurance products, as well as those that issue life insurance or annuity products with long-term care benefits and life insurance products with provisions permitting an insured to accelerated death benefits to pay for long-term care services (“Carriers”).

Appendix B - Consumer Sourced Complaints

Consumer Sourced Data—Private Passenger Auto Complaints, 2012 Top 25 Companies by Market Share

Company Name	Complaints in 2012	Market Share in MA
Commerce Insurance Company	95	27.17%
Liberty Mutual Insurance Company	50	12.05%
Safety Insurance Company	37	10.98%
Arbella Mutual Insurance Company	21	8.78%
Plymouth Rock Assurance Corporation	21	5.93%
Metropolitan Property and Casualty Ins. Company	17	4.60%
Premier Insurance Company of Massachusetts, (The)	12	3.72%
Amica Mutual Insurance Company	17	3.46%
Citizens Insurance Company of America	9	3.05%
Progressive Direct Insurance Company	22	2.99%
Government Employees Insurance Company	23	2.94%
USAA Casualty Insurance Company	4	1.42%
NGM Insurance Company	4	1.18%
Norfolk & Dedham Mutual Fire Insurance Company	5	1.16%
Vermont Mutual Insurance Company	3	1.02%
United Services Automobile Association	4	0.94%
Massachusetts Homeland Insurance Company	5	0.92%
Encompass Insurance Company of Massachusetts	7	0.90%
Allstate Insurance Company	8	0.79%
Peerless Insurance Company	3	0.66%
Occidental Fire & Casualty Company of N. Carolina	5	0.65%
GEICO General Insurance Company	13	0.49%
State Farm Mutual Automobile Insurance Company	1	0.41%
Preferred Mutual Insurance Company	1	0.35%

Consumer Sourced Data—Homeowners Complaints, 2012
Top 25 Companies by Market Share

Company Name	Complaints in 2012	Market Share in MA
Massachusetts Property Underwriting Association	30	12.7%
Citation Insurance Company	4	7.96%
Arbella Mutual Insurance Company	12	7.27%
Liberty Mutual Fire Insurance Company	12	5.79%
Commerce Insurance Company	13	4.72%
Merrimack Mutual Fire Insurance Company	5	4.43%
Amica Mutual Insurance Company	4	3.46%
Vermont Mutual Insurance Company	9	3.44%
Quincy Mutual Fire Insurance Company	4	2.93%
Metropolitan Property and Casualty Ins. Company	4	2.80%
Phoenix Insurance Company, (The)	10	2.47%
Narragansett Bay Insurance Company	4	2.15%
Safety Insurance Company	6	2.01%
Bunker Hill Insurance Company	5	1.92%
Preferred Mutual Insurance Company	10	1.84%
United Services Automobile Association	4	1.82%
Standard Fire Insurance Company	1	1.81%
Liberty Mutual Insurance Company	8	1.50%
USAA Casualty Insurance Company	1	1.46%
Chartis Property Casualty Company	1	1.42%
Massachusetts Homeland Insurance Company	3	1.23%
LM Insurance Corporation	1	1.16%
Massachusetts Bay Insurance Company	1	1.03%
Hingham Mutual Fire Insurance Company	2	0.99%
LM General Insurance Company	2	0.98%

Consumer Sourced Data—Health Insurance Complaints, 2012
Top 25 Companies by Market Share

Company Name	Complaints in 2012	Market Share in MA
BCBS of MA HMO Blue Inc	23	22.74%
BCBS of MA	81	14.98%
Tufts Associated Health Maintenance Org	19	14.70%
Harvard Pilgrim Health Care Inc	27	10.66%
Neighborhood Health Plan Inc	11	7.49%
Boston Medical Center Health Plan Inc	0	7.12%
Fallon Comm Health Plan Inc	10	6.47%
Network Health LLC	4	5.84%
Health New England Inc	6	2.88%
HPHC Ins Co Inc	2	1.78%
Dental Serv of MA Inc	31	1.57%
Tufts Ins Co Inc	6	1.07%
Celticare Health Plan of MA	3	0.70%
SilverScript Inc Co	0	0.54%
Pennsylvania Life Ins Co	0	0.33%
Altus Dental Ins Co Inc	0	0.24%
Fallon Health & Life Assur Co	0	0.16%
Health Spring Life &Health Ins Co Inc	0	0.16%
Massachusetts Vision Serv Plan	0	0.14%
Well Care Prescription Ins Inc	0	0.14%
Connecticare of MA Inc	4	0.10%
Aetna Health PA Corp	0	0.08%
Medco Containment Life Ins Co	0	0.03%
Dentegra Ins Co of New England	0	0.01%
Aetna Health Insurance Company	1	0.00%

Appendix C - Select Financial Information from Massachusetts Domestic Insurers

Property & Casualty Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2012	Total Premium Written 2012	Total Net Assets as of 12/31/2012	Total Liabilities as of 12/31/2012	Total Surplus as of 12/31/2012
10017	Arbella Ind Ins Co	\$10,248,733	\$10,813,573	\$42,322,339	\$27,495,549	\$14,826,790
10206	Medical Professional Mut Ins Co	\$115,331,935	\$115,331,935	\$3,103,723,842	\$1,820,922,926	\$1,282,800,920
10230	Commonwealth Reins Co	\$0	\$0	\$39,747,127	\$26,045,410	\$13,701,717
10231	Commonwealth Mut Ins Co	\$0	\$0	\$5,742,800	\$108,595	\$5,634,205
10394	Bunker Hill Ins Co	\$35,930,627	\$35,484,020	\$42,180,170	\$19,726,483	\$22,453,687
10638	Proselect Ins Co	\$2,635,113	\$171,415,520	\$76,674,260	\$52,014,661	\$24,659,599
10664	Endeavour Ins Co	\$3,118,526	\$3,118,299	\$5441,309	\$18,648	\$5,422,660
11104	Associated Employers Ins Co	\$19,219,295	\$19,219,295	\$5,091,849	\$782,892	\$4,308,957
11984	Independence Cas Ins Co	\$17,483,691	\$17,483,691	\$4,133,502	\$16,651	\$4,116,851
12154	Encompass Ins Co of MA	\$45,256,288	\$45,256,288	\$6,650,236	\$89,759	\$6,560,476
12484	Liberty Mut Personal Ins Co	\$499,283	\$499,283	\$6,754,947	\$7,974	\$6,746,973
12725	New England Mut Ins Co	\$12,867,529	\$12,867,529	\$47,886,907	\$8,738,479	\$39,148,428
12808	Safety Prop & Cas Ins Co	\$12,243,835	\$12,430,189	\$38,446,554	\$22,109,682	\$16,336,872
12850	Premier Ins Co Of MA	\$153,645,632	\$153,645,632	\$374,983,228	\$156,338,194	\$218,645,034
12886	Massachusetts Employers Ins Co	\$15,665,207	\$15,665,207	\$4,140,950	\$600,640	\$3,540,310
13163	Hospitality Mut Ins Co	\$7,355,912	\$7,355,912	\$42,711,208	\$17,763,387	\$24,168,167
13374	Arrow Mut Liab Ins Co	\$4,588,102	\$4,908,064	\$43,226,749	\$14,234,422	\$28,992,327
13463	Barnstable Cnty Mut Ins Co	\$27,424,004	\$27,424,004	\$93,654,106	\$22,015,693	\$71,638,413
13643	Bunker Hill Ins Cas Co	\$0	\$0	\$10,246,039	\$4,809,755	\$5,436,284
13706	Dorchester Mut Ins Co	\$21,623,736	\$23,104,227	\$62,006,285	\$28,078,388	\$33,927,897
13943	Fitchburg Mut Ins Co	\$6,444,008	\$27,128,611	\$90,942,743	\$43,879,014	\$47,063,729
14027	Hospitality Ins Co	\$0	\$717,533	\$7,686,365	\$150,371	\$7,535,994
14192	Hingham Mut Fire Ins Co	\$21,360,562	\$29,683,351	\$70,999,228	\$35,197,261	\$35,801,966
14206	Holyoke Mut Ins Co In Salem	\$18,628,877	\$55,921,469	\$216,586,202	\$134,858,183	\$81,728,013
14486	Liberty Mut Mid Atlantic Ins Co	\$0	\$232,035,906	\$19,016,279	\$1,509,702	\$17,506,577
14613	Montgomery Mut Ins Co	\$0	\$26,117,315	\$51,505,138	\$3,933,076	\$47,572,062
14737	Plymouth Rock Assur Corp	\$247,473,558	\$259,439,252	\$405,024,412	\$260,117,375	\$144,907,037
15067	Quincy Mut Fire Ins Co	\$159,383,900	\$205,211,240	\$1,310,855,413	\$514,172,110	\$796,683,303
17000	Arbella Mut Ins Co	\$519,505,728	\$519,505,728	\$1,139,116,958	\$658,233,334	\$480,883,624
19763	Bay State Ins Co	\$13,241,008	\$39,031,453	\$361,350,677	\$143,923,319	\$217,427,359
19771	Cambridge Mut Fire Ins Co	\$27,476,672	\$113,439,186	\$679,721,718	\$327,079,209	\$352,642,510
19798	Merrimack Mut Fire Ins Co	\$131,254,755	\$272,724,780	\$1,117,629,487	\$473,691,330	\$643,938,158
20621	OneBeacon Amer Ins Co	\$4,731,952	\$160,093,928	\$88,514,868	\$13,447,896	\$75,066,972
20648	Employers Fire Ins Co	\$4,280,079	\$59,133,605	\$20,065,092	\$632,203	\$19,432,889

21261	Electric Ins Co	\$25,425,654	\$369,264,644	\$1,442,439,660	\$960,764,911	\$481,674,749
21750	Pilgrim Ins Co	\$24,044,733	\$24,044,733	\$51,454,679	\$37,516,565	\$13,938,114
23043	Liberty Mut Ins Co	\$630,782,120	\$5,049,033,910	\$40,205,366,577	\$25,694,899,915	\$14,510,466,662
23965	Norfolk & Dedham Mut Fire Ins Co	\$105,336,055	\$111,174,963	\$305,516,093	\$144,541,117	\$160,974,976
31887	Coface N Amer Ins Co	\$2,415,229	\$93,270,184	\$142,098,588	\$72,440,557	\$69,658,031
33618	Safety Ind Ins Co	\$111,228,054	\$113,344,535	\$103,945,776	\$53,142,841	\$50,802,935
33758	Associated Industries of MA Mut Ins	\$79,178,414	\$79,914,065	\$448,371,347	\$283,980,401	\$164,390,946
34754	Commerce Ins Co	\$1,319,018,901	\$1,331,585,339	\$2,372,600,306	\$1,384,764,222	\$987,836,084
36226	United Cas & Surety Ins Co	\$2,845,525	\$3,016,693	\$9,706,034	\$5,253,461	\$4,452,573
37346	Danbury Ins Co	\$883,333	\$4,871,487	\$14,479,791	\$7,808,269	\$6,671,522
38369	Northern Assur Co of Amer	\$13,132	\$6,472,214	\$38,429,667	\$3,089,707	\$35,339,960
39454	Safety Ins Co	\$563,691,218	\$570,445,521	\$1,319,702,615	\$720,678,444	\$599,024,172
40274	Citation Ins Co	\$170,713,025	\$170,713,025	\$252,330,811	\$148,939,306	\$103,391,505
40320	Massachusetts Homeland Ins Co	\$64,313,917	\$124,872,678	\$8,322,735	\$17,788	\$8,304,947
41360	Arbella Protection Ins Co	\$132,373,643	\$153,920,779	\$285,350,656	\$205,880,555	\$79,470,011
41955	Barnstable Cnty Ins Co	\$2,278,604	\$2,278,604	\$20,414,020	\$2,230,965	\$18,183,055
43702	Tower Natl Ins Co	\$10,175,245	\$188,782,293	\$49,537,674	\$37,749,366	\$11,788,308
44326	Atlantic Charter Ins Co	\$28,372,906	\$32,445,941	\$153,998,427	\$112,256,711	\$41,741,716
TOTAL		\$4,932,008,255	\$11,109,657,687	\$56,858,844,352	\$34,708,697,672	\$22,150,146,686

Life Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2012	Total Premium Written 2012	Total Net Assets as of 12/31/2012	Total Liabilities as of 12/31/2012	Total Surplus as of 12/31/2012
61476	Boston Mut Life Ins Co	\$38,314,930	\$167,995,574	\$1,138,430,655	\$1,012,440,741	\$125,989,914
65919	Primerica Life Ins Co	\$39,129,837	\$1,839,155,001	\$1,569,720,291	\$899,286,536	\$670,433,755
65935	Massachusetts Mut Life Ins Co	\$160,723,721	\$5,541,242,082	\$155,648,727,921	\$142,961,844,283	\$12,686,883,638
66265	Monarch Life Ins Co	\$70,001	\$1,691,711	\$753,487,745	\$748,459,158	\$5,028,585
67598	Paul Revere Life Ins Co	\$770,325	\$12,434,154	\$4,458,163,857	\$4,089,880,401	\$368,283,456
67601	Paul Revere Variable Ann Ins Co	\$178,896	\$3,723,879	\$53,552,782	\$15,069,707	\$38,483,075
69140	First Allmerica Fin Life Ins Co	\$792,235	\$20,935,138	\$2,898,256,141	\$2,772,898,400	\$125,357,741
70435	The Savings Bank Life Ins Co Of MA	\$173,737,602	\$293,706,586	\$2,406,465,187	\$2,203,668,453	\$202,796,734
71714	Berkshire Life Ins Co of Amer	\$756,492	\$11,908,419	\$3,209,248,070	\$2,665,884,842	\$543,363,227
74920	Regal Reins Co	\$0	\$0	\$7,532,152	\$374,931	\$7,157,221
80896	Centre Life Ins Co	\$0	\$0	\$1,815,075,124	\$1,716,319,383	\$98,755,742
84824	Commonwealth Ann & Life Ins Co	\$4,168,953	\$75,686,805	\$9,089,777,331	\$8,762,382,778	\$327,394,553
91626	New England Life Ins Co	\$22,301,750	\$313,628,376	\$10,601,354,933	10,062,718,547	\$538,636,386
93610	John Hancock Life & Health Ins Co	\$158,185	\$1,906,864	\$10,039,510,749	\$9,374,659,675	\$664,851,074
TOTAL		\$202,934,439	\$8,284,014,589	\$203,689,302,938	\$186,273,447,094	\$16,277,425,187

Health Insurance Companies

NAIC#	Company Name	Total Premium Written in MA 2012	Total Premium Written 2012	Total Net Assets as of 12/31/2012	Total Liabilities as of 12/31/2012	Total Surplus as of 12/31/2012
11109	Neighborhood Health Plan Inc	\$1,282,359,478	\$1,282,359,478	\$321,885,519	\$167,845,278	\$154,040,241
12210	Dentegra Ins Co of New England	\$2,472,675	\$2,472,675	\$6,410,803	\$506,698	\$5,904,105
12219	BCBS of MA HMO Blue Inc	\$3,892,728,634	\$3,892,728,634	\$1,780,731,130	\$703,593,129	\$1,077,138,001
13203	Boston Medical Center Health Plan Inc	\$1,219,479,008	\$1,219,479,008	\$360,576,135	\$124,162,625	\$236,413,510
13632	Celticare Health Plan of MA Inc	\$119,800,852	\$119,800,852	\$32,240,384	\$19,030,306	\$13,210,078
14131	Network Health LLC	\$1,000,154,733	\$1,000,154,733	\$217,595,317	\$103,944,168	\$113,651,150
14198	HNE Ins Co.	\$0	\$0	\$4,996,526	\$0	\$4,996,526
18975	HPHC Ins Co.	\$547,336,407	\$547,336,407	\$150,304,102	\$109,635,982	\$40,668,120
47093	Massachusetts Vision Serv Plan	\$23,735,666	\$23,735,666	\$28,370,174	\$3,819,495	\$24,550,679
52060	Dental Serv of Ma Inc	\$268,650,816	\$268,650,816	\$257,446,443	\$84,936,773	\$172,509,670
53228	BCBS of MA	\$2,565,247,292	\$2,565,247,292	\$2,018,365,907	\$1,277,556,958	\$740,808,949
60117	Tufts Ins Co Inc	\$207,041,569	\$207,041,569	\$91,938,964	\$43,702,340	\$48,236,624
66828	Fallon Health & Life Assur Co	\$28,240,270	\$28,240,270	\$25,822,422	\$19,405,458	\$6,416,964
95299	Connecticare of MA Inc	\$17,213,535	\$17,213,535	\$7,070,622	\$1,467,463	\$5,603,159
95541	Fallon Comm Health Plan Inc	\$1,108,354,470	\$1,108,354,470	\$367,739,414	\$213,285,746	\$154,453,668
95673	Health New England Inc	\$496,502,809	\$496,502,809	\$132,632,450	\$77,367,530	\$55,264,920
95688	Tufts Associated Health Maintenance Or	\$2,527,976,678	\$2,527,976,678	\$1,062,199,871	\$400,559,482	\$661,640,386
96717	Harvard Pilgrim Health Care New Eng	\$195,072,826	\$195,072,826	\$72,883,560	\$22,793,538	\$50,090,022
96911	Harvard Pilgrim Health Care Inc	\$1,924,988,248	\$1,924,988,248	\$882,592,488	\$401,455,601	\$481,136,887
TOTAL		\$17,427,355,966	\$17,427,355,966	\$7,821,802,231	\$3,775,068,570	\$4,046,733,659

Fraternal Organizations

NAIC#	Company Name	Total Premium Written in MA 2012	Total Premium Written 2012	Total Net Assets as of 12/31/2012	Total Liabilities as of 12/31/2012	Total Surplus as of 12/31/2012
58130	Catholic Assn Of Foresters	\$168,734	\$191,738	\$13,115,397	\$6,878,680	\$6,236,717
58181	Supreme Council The Royal Arcanum	\$1,604,236	\$8,133,700	\$100,376,521	\$86,150,217	\$14,226,304
TOTAL		\$1,772,970	\$8,325,438	\$113,491,918	\$93,028,897	\$20,463,021

Workers' Compensation Self-Insured Groups

Self-Insurance Group Name	Gross Premium Written 2012	Net Premium Written 2012	Total Assets as of 12/31/2012	Total Liabilities as of 12/31/2012	Total Surplus as of 12/31/2012
ABC Massachusetts Workers Comp. Self-Insurance Group	\$1,900,310	\$1,601,127	\$3,145,769	\$3,145,769	\$0
Automotive Industries Compensation Corp.	\$4,538,070	\$4,212,583	\$7,442,271	\$7,442,271	\$0
Commonwealth Transportation Compensation Corporation	\$2,968,822	\$2,592,816	\$4,306,309	\$4,306,309	\$0
Diocesan Facilities Self-Insurance Group	\$1,073,527	\$968,610	\$3,869,052	\$1,677,156	\$2,011,896
HVAC Compensation Corp.	\$978,427	\$878,977	\$1,476,681	\$1,476,681	\$0
Independent Schools Compensation Corporation	\$7,549,000	\$7,013,581	\$14,234,866	\$14,251,036	-\$16,170
Manufacturers of Massachusetts Compensation Group	\$58,188	\$48,213	\$1,930,297	\$1,938,175	-\$7,878
Massachusetts Bay Self-Insurance Group	\$3,657,031	\$3,374,809	\$5,197,696	\$4,867,249	\$330,447
Massachusetts Catholic Self-Insurance Group	\$2,890,957	\$2,618,905	\$13,809,515	\$9,366,425	\$4,443,089
Massachusetts Care Self-Insurance Group	\$4,220,279	\$3,850,323	\$9,844,136	\$9,844,136	\$0
Massachusetts Education and Government Assn. P&C Group	\$11,263,914	\$10,710,962	\$14,658,077	\$15,297,276	-\$639,199
Massachusetts Healthcare Self-Insurance Group	\$2,833,728	\$2,833,728	\$3,484,726	\$3,484,726	\$0
Massachusetts High Technology Self-Insurance Group	\$870,876	\$778,289	\$1,517,359	\$1,517,359	\$0
Massachusetts Manufacturing Self-Insurance Group	\$3,037,468	\$2,715,738	\$6,664,887	\$6,554,887	\$100,000
Massachusetts McDonald's Operators Workers' Comp. Grp.	\$1,745,304	\$1,629,744	\$3,462,514	\$3,462,514	\$0
Massachusetts NAHRO Insurance Group	\$5,546,216	\$4,918,463	\$12,096,202	\$8,545,999	\$3,550,203
Massachusetts Retail Merchants Work. Comp. Self-Ins.Group	\$17,193,009	\$15,864,818	\$27,675,165	\$27,675,165	\$0
Massachusetts Trade Self-Insurance Group	\$3,230,238	\$2,946,972	\$4,522,551	\$4,522,551	\$0
MIIA Property-Casualty Group	\$55,241,733	\$44,457,601	\$195,743,309	\$104,136,854	\$91,606,455
NEEIA Compensation	\$6,236,874	\$5,927,703	\$18,618,577	\$18,618,577	\$0
Self Insured Lumber Businesses Assn	\$2,774,476	\$2,463,880	\$6,476,264	\$6,547,063	-\$73,799
School Transportation Assn. of MA Self-Insurance Group	\$2,950,634	\$2,695,367	\$4,325,605	\$4,325,605	\$0
TOTAL	\$142,759,081	\$125,103,209	\$364,298,828	\$262,993,783	\$101,305,044

Appendix D - Direct Written Premium by Line of Insurance

ACCIDENT & HEALTH INSURANCE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
79413	UnitedHealthcare Ins Co	CT	\$815,807,322	28.44%	Total Companies Writing in Massachusetts 224 Top 20 Companies Direct Written Premium \$2,227,352,138 77.7% Remaining Companies Direct Written Premium \$640,884,201 22.3% Total Direct Written Premium \$2,868,236,339
60054	Aetna Life Ins Co	CT	\$202,771,309	7.06%	
65978	Metropolitan Life Ins Co	NY	\$183,694,716	6.40%	
62235	Unum Life Ins Co of Amer	ME	\$146,530,313	5.10%	
62308	Connecticut Gen Life Ins Co	CT	\$139,824,182	4.87%	
64246	Guardian Life Ins Co Of Amer	NY	\$91,848,648	3.20%	
70025	Genworth Life Ins Co	DE	\$72,849,607	2.53%	
90328	First Health Life & Health Ins Co	TX	\$62,611,327	2.18%	
65838	John Hancock Life Ins Co (USA)	MI	\$59,734,829	2.08%	
73288	Humana Ins Co	WI	\$56,290,986	1.96%	
80314	Unicare Life & Health Ins Co	IN	\$48,777,411	1.70%	
70815	Hartford Life & Accident Ins Co	CT	\$48,490,305	1.69%	
60380	American Family Life Assur Co of Col	NE	\$46,155,597	1.60%	
80802	US Br SunLife Assur Co of Canada	MI	\$43,266,677	1.50%	
68241	Prudential Ins Co of Amer	NJ	\$40,209,803	1.40%	
65315	Liberty Life Assur Co of Boston	NH	\$34,599,194	1.20%	
65676	Lincoln Natl Life Ins Co	IN	\$34,351,682	1.19%	
86231	Transamerica Life Ins Co	IA	\$34,289,928	1.19%	
62049	Colonial Life & Accident Ins Co	SC	\$34,157,627	1.19%	
65498	Life Ins Co of N Amer	PA	\$31,090,675	1.08%	

AIRCRAFT (ALL PERILS)

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
23817	Illinois Natl Ins Co	IL	\$2,622,281	16.78%	Total Companies Writing in Massachusetts 28 Top 20 Companies Direct Written Premium \$15,132,860 96.9% Remaining Companies Direct Written Premium \$489,014 3.1% Total Direct Written Premium \$15,621,874
22667	Ace Amer Ins Co	PA	\$1,916,001	12.26%	
20281	Federal Ins Co	IN	\$1,348,259	8.63%	
24147	Old Republic Ins Co	PA	\$1,139,085	7.29%	
23841	New Hampshire Ins Co	PA	\$1,076,191	6.88%	
35300	Allianz Global Risks US Ins Co	IL	\$955,989	6.11%	
19445	National Union Fire Ins Co Of Pitts	PA	\$827,169	5.29%	
20052	National Liab & Fire Ins Co	CT	\$825,437	5.28%	
19720	American Alt Ins Corp	DE	\$635,214	4.06%	
37885	XL Specialty Ins Co	DE	\$632,276	4.04%	
23043	Liberty Mut Ins Co	MA	\$589,400	3.77%	
10367	Avemco Ins Co	MD	\$432,910	2.77%	
29599	US Specialty Ins Co	TX	\$421,769	2.69%	
19518	Catlin Ins Co	TX	\$329,473	2.10%	
34274	Central States Ind Co Of Omaha	NE	\$319,343	2.04%	
40045	Starnet Ins Co	DE	\$304,240	1.94%	
38318	Starr Ind & Liab Co	TX	\$250,654	1.60%	
34037	Hallmark Ins Co	AZ	\$177,116	1.13%	
13604	Starr Surplus Lines Ins Co	IL	\$166,950	1.06%	
12904	Tokio Marine & Nichido Fire Ins Co	NY	\$163,103	1.04%	

ANNUITIES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
68241	Prudential Ins Co Of Amer	NJ	\$1,048,012,781	14.28%	
65056	Jackson Natl Life Ins Co	MI	\$661,487,170	9.02%	
69345	Teachers Ins & Ann Assoc Of Amer	NY	\$546,790,657	7.45%	
79227	Pruco Life Ins Co	AZ	\$474,562,018	6.47%	
86509	Ing Life Ins & Ann Co	CT	\$336,898,383	4.59%	
65676	Lincoln Natl Life Ins Co	IN	\$336,181,791	4.58%	
91596	New York Life Ins & Ann Corp	DE	\$333,866,369	4.55%	
61050	MetLife Investors USA Ins Co	DE	\$318,005,958	4.34%	
65935	Massachusetts Mut Life Ins Co	MA	\$310,110,087	4.23%	
65978	Metropolitan Life Ins Co	NY	\$280,509,862	3.82%	
65005	RiverSource Life Ins Co	MN	\$217,520,425	2.97%	
62944	AXA Equitable Life Ins Co	NY	\$197,385,952	2.69%	
90611	Allianz Life Ins Co Of N Amer	MN	\$162,279,780	2.21%	
93696	Fidelity Investments Life Ins Co	UT	\$122,024,371	1.66%	
86231	Transamerica Life Ins Co	IA	\$116,118,608	1.58%	
61689	Aviva Life & Ann Co	IA	\$111,962,639	1.53%	
68322	Great W Life & Ann Ins Co	CO	\$108,828,940	1.48%	
60488	American Gen Life Ins Co	TX	\$107,291,273	1.46%	
67466	Pacific Life Ins Co	NE	\$104,138,314	1.42%	
61271	Principal Life Ins Co	IA	\$92,755,092	1.26%	
Total Companies Writing in Massachusetts					169
Top 20 Companies Direct Written Premium					\$5,986,730,470 81.6%
Remaining Companies Direct Written Premium					\$1,347,975,116 18.4%
Total Direct Written Premium					\$7,334,705,586

BOILER & MACHINERY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
21482	Factory Mut Ins Co	RI	\$7,029,000	24.92%	
20281	Federal Ins Co	IN	\$2,380,874	8.44%	
10014	Affiliated Fm Ins Co	RI	\$1,981,077	7.02%	
19445	National Union Fire Ins Co Of Pitts	PA	\$1,413,337	5.01%	
20443	Continental Cas Co	IL	\$1,383,756	4.91%	
25674	Travelers Prop Cas Co Of Amer	CT	\$1,250,265	4.43%	
23841	New Hampshire Ins Co	PA	\$1,119,762	3.97%	
16535	Zurich Amer Ins Co	NY	\$1,076,395	3.82%	
11452	Hartford Steam Boil Inspec & Ins Co	CT	\$971,891	3.45%	
23035	Liberty Mut Fire Ins Co	WI	\$741,786	2.63%	
39845	Westport Ins Corp	MO	\$653,898	2.32%	
43460	Aspen Amer Ins Co	TX	\$629,632	2.23%	
19259	Selective Ins Co Of SC	IN	\$528,478	1.87%	
25623	Phoenix Ins Co	CT	\$485,201	1.72%	
20397	Vigilant Ins Co	NY	\$427,164	1.51%	
26247	American Guar & Liab Ins	NY	\$426,456	1.51%	
20303	Great Northern Ins Co	IN	\$415,114	1.47%	
35300	Allianz Global Risks US Ins Co	IL	\$411,148	1.46%	
25658	Travelers Ind Co	CT	\$385,970	1.37%	
41181	Universal Underwriters Ins Co	IL	\$383,408	1.36%	
Total Companies Writing in Massachusetts					117
Top 20 Companies Direct Written Premium					\$24,094,612 85.4%
Remaining Companies Direct Written Premium					\$4,110,227 14.6%
Total Direct Written Premium					\$28,204,839

BURGLARY & THEFT

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
19445	National Union Fire Ins Co Of Pitts	PA	\$5,285,284	51.83%	Total Companies Writing in Massachusetts
31194	Travelers Cas & Surety Co Of Amer	CT	\$1,237,025	12.13%	
39306	Fidelity & Deposit Co of MD	MD	\$725,872	7.12%	
20281	Federal Ins Co	IN	\$704,590	6.91%	
16535	Zurich Amer Ins Co	NY	\$406,436	3.99%	
29599	US Specialty Ins Co	TX	\$225,132	2.21%	
43460	Aspen Amer Ins Co	TX	\$135,774	1.33%	
29424	Hartford Cas Ins Co	IN	\$130,059	1.28%	
20346	Pacific Ind Co	WI	\$114,861	1.13%	
29459	Twin City Fire Ins Co Co	IN	\$106,848	1.05%	
10200	Hiscox Ins Co Inc	IL	\$100,400	0.98%	Top 20 Companies Direct Written Premium
41181	Universal Underwriters Ins Co	IL	\$97,447	0.96%	
10030	Westchester Fire Ins Co	PA	\$93,837	0.92%	Remaining Companies Direct Written Premium
22292	Hanover Ins Co	NH	\$86,828	0.85%	
26182	Harleysville Worcester Ins Co	PA	\$85,703	0.84%	Total Direct Written Premium
18058	Philadelphia Ind Ins Co	PA	\$80,089	0.79%	
23647	Ironshore Ind Inc	MN	\$69,277	0.68%	
20303	Great Northern Ins Co	IN	\$56,926	0.56%	
22306	Massachusetts Bay Ins Co	NH	\$51,999	0.51%	
25976	Utica Mut Ins Co	NY	\$40,682	0.40%	

94

\$9,835,069

96.4%

\$361,806

3.6%

\$10,196,875

COMMERCIAL AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	\$68,468,984	10.70%	Total Companies Writing in Massachusetts
41360	Arbella Protection Ins Co	MA	\$59,900,090	9.37%	
39454	Safety Ins Co	MA	\$44,444,029	6.95%	
25615	Charter Oak Fire Ins Co	CT	\$44,018,796	6.88%	
33618	Safety Ind Ins Co	MA	\$30,161,775	4.72%	
18058	Philadelphia Ind Ins Co	PA	\$21,060,593	3.29%	
19046	Travelers Cas Ins Co Of Amer	CT	\$14,855,078	2.32%	
41840	Allmerica Fin Benefit Ins Co	MI	\$13,679,505	2.14%	
40274	Citation Ins Co	MA	\$12,053,206	1.88%	
32620	National Interstate Ins Co	OH	\$11,755,187	1.84%	
31325	Acadia Ins Co	NH	\$11,253,705	1.76%	Top 20 Companies Direct Written Premium
14788	NGM Ins Co	FL	\$10,958,489	1.71%	
10243	National Continental Ins Co	NY	\$9,545,978	1.49%	Remaining Companies Direct Written Premium
19801	Argonaut Ins Co	IL	\$9,497,713	1.48%	
21750	Pilgrim Ins Co	MA	\$9,437,524	1.48%	Total Direct Written Premium
25674	Travelers Prop Cas Co Of Amer	CT	\$9,224,757	1.44%	
11045	Excelsior Ins Co	NH	\$8,926,223	1.40%	
13722	Knightbrook Ins Co	DE	\$8,486,585	1.33%	
19445	National Union Fire Ins Co Of Pitts	PA	\$8,006,718	1.25%	
25658	Travelers Ind Co	CT	\$7,765,668	1.21%	

177

\$413,500,603

64.6%

\$226,110,930

35.4%

\$639,611,533

COMMERCIAL MULTI-PERIL

NAIC #	Company Name	State	Premium Written in MA	Market Share in MA	
18058	Philadelphia Ind Ins Co	PA	\$50,425,859	5.23%	
20281	Federal Ins Co	IN	\$37,907,610	3.93%	
31534	Citizens Ins Co Of Amer	MI	\$28,125,082	2.91%	
29939	Main St Amer Assur Co	FL	\$27,952,323	2.90%	
23965	Norfolk & Dedham Mut Fire Ins Co	MA	\$26,737,614	2.77%	
22306	Massachusetts Bay Ins Co	NH	\$25,528,956	2.65%	
25992	Northern Security Ins Co Inc	VT	\$25,377,222	2.63%	
39217	QBE Ins Corp	PA	\$23,852,276	2.47%	
25674	Travelers Prop Cas Co Of Amer	CT	\$22,479,447	2.33%	
25615	Charter Oak Fire Ins Co	CT	\$22,132,239	2.29%	
19046	Travelers Cas Ins Co Of Amer	CT	\$21,502,817	2.23%	
25666	Travelers Ind Co Of Amer	CT	\$20,465,429	2.12%	
18333	Peerless Ind Ins Co	IL	\$20,066,178	2.08%	
34754	Commerce Ins Co	MA	\$20,065,318	2.08%	
26018	Vermont Mut Ins Co	VT	\$19,670,155	2.04%	
25682	Travelers Ind Co Of CT	CT	\$18,268,834	1.89%	
15067	Quincy Mut Fire Ins Co	MA	\$17,935,787	1.86%	
19682	Hartford Fire In Co	CT	\$17,771,259	1.84%	
14532	Middlesex Mut Assur Co	CT	\$17,015,701	1.76%	
43460	Aspen Amer Ins Co	TX	\$16,259,176	1.68%	
Total Companies Writing in Massachusetts					207
Top 20 Companies Direct Written Premium					\$479,539,282 49.7%
Remaining Companies Direct Written Premium					\$485,451,170 50.3%
Total Direct Written Premium					\$964,990,452

CREDIT

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
16691	Great Amer Ins Co	OH	\$5,701,641	18.29%	
20516	Euler Hermes N Amer Ins Co	MID	\$5,490,558	17.62%	
27154	Atlantic Specialty Ins Co	NY	\$5,369,485	17.23%	
31887	Coface N Amer Ins Co	MA	\$2,415,229	7.75%	
12831	State Natl Ins Co Inc	TX	\$2,103,354	6.75%	
26344	Great Amer Assur Co	OH	\$1,930,281	6.19%	
25422	Atradius Trade Credit Ins Co	MD	\$1,596,712	5.12%	
29980	First Colonial Ins Co	FL	\$1,446,804	4.64%	
20648	Employers Fire Ins Co	MA	\$1,225,018	3.93%	
39217	QBE Ins Corp	PA	\$928,500	2.98%	
11150	Arch Ins Co	MO	\$650,089	2.09%	
24147	Old Republic Ins Co	PA	\$451,874	1.45%	
10952	Stonebridge Cas Ins Co	OH	\$427,279	1.37%	
10111	American Bankers Ins Co Of FL	FL	\$422,412	1.36%	
24813	Balboa Ins Co	CA	\$380,822	1.22%	
29599	US Specialty Ins Co	TX	\$116,197	0.37%	
22667	Ace Amer Ins Co	PA	\$115,142	0.37%	
16667	United Guar Residential Ins Co of NC	NC	\$109,416	0.35%	
26565	Ohio Ind Co	OH	\$96,440	0.31%	
13722	Knightbrook Ins Co	DE	\$51,834	0.17%	
Total Companies Writing in Massachusetts					29
Top 20 Companies Direct Written Premium					\$31,029,087 99.6%
Remaining Companies Direct Written Premium					\$137,471 0.4%
Total Direct Written Premium					\$31,029,087

DEPOSIT FUNDS

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65056	Jackson Natl Life Ins Co	MI	\$229,275,818	20.24%	
61271	Principal Life Ins Co	IA	\$186,162,616	16.44%	
68136	Protective Life Ins Co	TN	\$148,417,470	13.11%	
80942	ING USA Ann & Life Ins Co	IA	\$125,000,000	11.04%	
88072	Hartford Life Ins Co	CT	\$93,473,852	8.25%	
93629	Prudential Retirement Ins & Ann Co	CT	\$89,627,973	7.91%	
87726	Metlife Ins Co of CT	CT	\$50,000,000	4.41%	
61689	Aviva Life & Ann Co	IA	\$22,914,247	2.02%	
69868	United Of Omaha Life Ins Co	NE	\$22,707,135	2.01%	
70025	Genworth Life Ins Co	DE	\$16,850,913	1.49%	
80802	US Br Sun Life Assur Co of Canada	MI	\$15,189,940	1.34%	
67814	Phoenix Life Ins Co	NY	\$12,919,748	1.14%	
67172	Ohio Natl Life Ins Co	OH	\$11,138,099	0.98%	
69345	Teachers Ins & Ann Assoc Of Amer	NY	\$10,906,995	0.96%	
93548	PHIL Variable Ins Co	CT	\$10,491,281	0.93%	
69019	Standard Ins Co	OR	\$9,234,563	0.82%	
65536	Genworth Life & Ann Ins Co	VA	\$7,809,063	0.69%	
70435	The Savings Bank Life Ins Co Of MA	MA	\$5,232,196	0.46%	
86231	Transamerica Life Ins Co	IA	\$4,509,404	0.40%	
68241	Prudential Ins Co Of Amer	NJ	\$4,445,201	0.39%	
Total Companies Writing in Massachusetts					87
Top 20 Companies Direct Written Premium					\$1,076,306,514 95 %
Remaining Companies Direct Written Premium					\$56,211,228 5%
Total Direct Written Premium					\$1,132,517,742

FIDELITY & SURETY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
31194	Travelers Cas & Surety Co Of Amer	CT	\$25,938,820	16.22%	
13188	Western Surety Co	SD	\$15,319,076	9.58%	
20281	Federal Ins Co	IN	\$13,055,779	8.16%	
23043	Liberty Mut Ins Co	MA	\$12,627,618	7.89%	
39306	Fidelity & Deposit Co Of MD	MD	\$11,093,399	6.94%	
24740	Safeco Ins Co Of Amer	NH	\$10,622,990	6.64%	
10030	Westchester Fire Ins Co	PA	\$4,471,830	2.80%	
19445	National Union Fire Ins Co Of Pitts	PA	\$4,406,598	2.76%	
22292	Hanover Ins Co	NH	\$4,153,474	2.60%	
29424	Hartford Cas Ins Co	IN	\$4,117,862	2.57%	
11150	Arch Ins Co	MO	\$3,439,531	2.15%	
14788	NGM Ins Co	FL	\$3,391,570	2.12%	
24074	Ohio Cas Ins Co	NH	\$3,339,482	2.09%	
29580	Berkley Regional Ins Co	DE	\$3,336,832	2.09%	
29874	North Amer Specialty Ins Co	NH	\$3,233,286	2.02%	
16691	Great Amer Ins Co	OH	\$3,102,223	1.94%	
36226	United Cas & Surety Ins Co	MA	\$2,845,525	1.78%	
11592	International Fidelity Ins Co	NJ	\$2,292,591	1.43%	
19682	Hartford Fire In Co	CT	\$2,225,479	1.39%	
10847	Cumis Ins Society Inc	IA	\$1,486,707	0.93%	
Total Companies Writing in Massachusetts					157
Top 20 Companies Direct Written Premium					\$134,500,672 84.1%
Remaining Companies Direct Written Premium					\$25,444,000 15.9%
Total Direct Written Premium					\$159,944,672

FIRE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
41360	Arbella Protection Ins Co	MA	\$25,196,199	10.71%	Total Companies Writing in Massachusetts 201
42978	American Security Ins Co	DE	\$21,666,962	9.21%	
34754	Commerce Ins Co	MA	\$15,138,681	6.43%	
10014	Affiliated Fm Ins Co	RI	\$14,380,790	6.11%	
21482	Factory Mut Ins Co	RI	\$13,870,769	5.90%	
19798	Merrimack Mut Fire Ins Co	MA	\$12,012,872	5.11%	
23035	Liberty Mut Fire Ins Co	WI	\$11,481,775	4.88%	
26018	Vermont Mut Ins Co	VT	\$9,243,089	3.93%	
17000	Arbella Mut Ins Co	MA	\$7,023,002	2.99%	
25658	Travelers Ind Co	CT	\$6,516,799	2.77%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$5,246,277	2.23%	Top 20 Companies Direct Written Premium \$173,728,166 73.8%
25674	Travelers Prop Cas Co Of Amer	CT	\$5,007,795	2.13%	
15067	Quincy Mut Fire Ins Co	MA	\$4,064,674	1.73%	Remaining Companies Direct Written Premium \$61,535,233 26.2%
13803	Farm Family Cas Ins Co	NY	\$4,028,366	1.71%	
39454	Safety Ins Co	MA	\$3,304,224	1.40%	Total Direct Written Premium \$235,263,399
23469	American Modern Home Ins Co	OH	\$3,274,456	1.39%	
20443	Continental Cas Co	IL	\$3,222,813	1.37%	
16535	Zurich Amer Ins Co	NY	\$3,191,573	1.36%	
11185	Foremost Ins Co Grand Rapids MI	MI	\$3,069,434	1.30%	
19771	Cambridge Mut Fire Ins Co	MA	\$2,787,616	1.18%	

FRATERNALS

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
58033	Knights Of Columbus	CT	\$30,701,042	49.40%	Total Companies Writing in Massachusetts 27
56014	Thrivent Financial For Lutherans	WI	\$16,172,148	26.02%	
58068	Independent Order Of Foresters Us Br	NY	\$4,963,298	7.99%	
57541	Modern Woodmen Of Amer	IL	\$2,854,969	4.59%	
58181	Supreme Council The Royal Arcanum	MA	\$1,604,236	2.58%	
57770	Catholic Holy Family Society	IL	\$1,358,239	2.19%	
56030	Catholic Financial Life	WI	\$1,139,830	1.83%	
57487	Catholic Order Of Foresters	IL	\$759,737	1.22%	
57622	Polish Natl Alliance Us Of Na	IL	\$729,534	1.17%	
56332	First Cath Slovak Ladies Assn USA	OH	\$340,818	0.55%	Top 20 Companies Direct Written Premium \$62,079,679 99.9%
57215	Ukrainian Natl Assn Inc	NJ	\$329,814	0.53%	
57010	William Penn Assn	PA	\$244,255	0.39%	Remaining Companies Direct Written Premium \$69,953 0.1%
57320	Woodmen World Life Ins Soc	NE	\$238,466	0.38%	
58130	Catholic Assn Of Foresters	MA	\$168,734	0.27%	Total Direct Written Premium \$62,149,632
57967	Luso Amer Life Ins Society	CA	\$148,799	0.24%	
56820	Polish Falcons Of Amer	PA	\$108,450	0.17%	
56383	Order of United Commercial Travelers	OH	\$77,322	0.12%	
57142	Sons Of Norway	MN	\$75,620	0.12%	
57630	Polish Roman Catholic Union Of Amer	IL	\$36,322	0.06%	
56758	Loyal Christian Benefit Assn	PA	\$28,046	0.05%	

HEALTH

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
12219	BCBS of MA HMO Blue Inc	MA	\$3,892,728,634	22.74%	Total Companies Writing in Massachusetts
53228	BCBS of MA	MA	\$2,565,247,292	14.98%	
95688	Tufts Associated Health Maintenance Or	MA	\$2,517,046,201	14.70%	
96911	Harvard Pilgrim Health Care Inc	MA	\$1,825,725,572	10.66%	
11109	Neighborhood Health Plan Inc	MA	\$1,282,359,478	7.49%	
13203	Boston Medical Center Health Plan Inc	MA	\$1,219,479,008	7.12%	
95541	Fallon Comm Health Plan Inc	MA	\$1,108,354,470	6.47%	
14131	Network Health LLC	MA	\$1,000,154,733	5.84%	
95673	Health New England Inc	MA	\$493,441,087	2.88%	
18975	HPHC Ins Co Inc	MA	\$304,616,057	1.78%	
52060	Dental Serv of MA Inc	MA	\$268,650,816	1.57%	Top 20 Companies Direct Written Premium
60117	Tufts Ins Co Inc	MA	\$182,899,551	1.07%	
13632	Celticare Health Plan of MA Inc	MA	\$119,800,852	0.70%	Remaining Companies Direct Written Premium
12575	SilverScript Ins Co	TN	\$93,110,716	0.54%	
67660	Pennsylvania Life Ins Co	PA	\$57,317,468	0.33%	Total Direct Written Premium
52632	Altus Dental Ins Co Inc	RI	\$40,864,255	0.24%	
66828	Fallon Health & Life Assur Co	MA	\$28,240,270	0.16%	
12902	Healthspring Life & Health Ins Co Inc	TX	\$26,647,755	0.16%	
47093	Massachusetts Vision Serv Plan	MA	\$23,735,666	0.14%	
10155	Wellcare Prescription Ins Inc	FL	\$23,496,434	0.14%	

HOMEOWNER'S MULTI-PERIL

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
40274	Citation Ins Co	MA	\$148,759,164	7.96%	Total Companies Writing in Massachusetts
17000	Arbella Mut Ins Co	MA	\$135,788,097	7.27%	
23035	Liberty Mut Fire Ins Co	WI	\$108,216,878	5.79%	
34754	Commerce Ins Co	MA	\$88,177,522	4.72%	
19798	Merrimack Mut Fire Ins Co	MA	\$82,712,133	4.43%	
33618	Safety Ind Ins Co	MA	\$75,007,740	4.01%	
19976	Amica Mut Ins Co	RI	\$64,627,298	3.46%	
26018	Vermont Mut Ins Co	VT	\$64,293,736	3.44%	
15067	Quincy Mut Fire Ins Co	MA	\$54,843,354	2.93%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$52,395,914	2.80%	Top 20 Companies Direct Written Premium
20346	Pacific Ind Co	WI	\$49,333,937	2.64%	
25623	Phoenix Ins Co	CT	\$46,254,186	2.47%	Remaining Companies Direct Written Premium
43001	Narragansett Bay Ins Co	RI	\$40,177,991	2.15%	
39454	Safety Ins Co	MA	\$37,602,732	2.01%	Total Direct Written Premium
10394	Bunker Hill Ins Co	MA	\$35,929,327	1.92%	
15024	Preferred Mut Ins Co	NY	\$34,357,599	1.84%	
25941	United Serv Automobile Assn	TX	\$34,086,182	1.82%	
19070	Standard Fire Ins Co	CT	\$33,736,810	1.81%	
20281	Federal Ins Co	IN	\$32,905,296	1.76%	
31534	Citizens Ins Co Of Amer	MI	\$31,631,140	1.69%	

LIABILITY OTHER THAN AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
19445	National Union Fire Ins Co Of Pitts	PA	\$116,881,225	10.18%	
20281	Federal Ins Co	IN	\$95,704,015	8.34%	
20443	Continental Cas Co	IL	\$60,601,570	5.28%	
22667	Ace Amer Ins Co	PA	\$42,435,443	3.70%	
16535	Zurich Amer Ins Co	NY	\$35,488,037	3.09%	
37885	XL Specialty Ins Co	DE	\$27,423,295	2.39%	
41360	Arbella Protection Ins Co	MA	\$27,379,527	2.39%	
31194	Travelers Cas & Surety Co Of Amer	CT	\$25,986,333	2.26%	
18058	Philadelphia Ind Ins Co	PA	\$23,392,510	2.04%	
19720	American Alt Ins Corp	DE	\$22,047,046	1.92%	
25674	Travelers Prop Cas Co Of Amer	CT	\$21,873,050	1.91%	
37273	Axis Ins Co	IL	\$21,019,400	1.83%	
10120	Everest Natl Ins Co	DE	\$18,843,258	1.64%	
22292	Hanover Ins Co	NH	\$16,967,723	1.48%	
23043	Liberty Mut Ins Co	MA	\$16,452,971	1.43%	
29459	Twin City Fire Ins Co Co	IN	\$14,258,066	1.24%	
29599	US Specialty Ins Co	TX	\$13,703,251	1.19%	
38318	Starr Ind & Liab Co	TX	\$13,467,499	1.17%	
11150	Arch Ins Co	MO	\$13,246,619	1.15%	
26247	American Guar & Liab Ins	NY	\$13,130,472	1.14%	
					Total Companies Writing in Massachusetts 322
					Top 20 Companies Direct Written Premium \$640,301,310 55.8%
					Remaining Companies Direct Written Premium \$507,372,085 44.2%
					Total Direct Written Premium \$1,147,673,395

LIFE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
68241	Prudential Ins Co Of Amer	NJ	\$1,622,889,106	33.18%	
67091	Northwestern Mut Life Ins Co	WI	\$253,165,813	5.18%	
65978	Metropolitan Life Ins Co	NY	\$248,360,146	5.08%	
65838	John Hancock Life Ins Co (USA)	MI	\$198,431,665	4.06%	
70435	The Savings Bank Life Ins Co Of MA	MA	\$173,737,602	3.55%	
65935	Massachusetts Mut Life Ins Co	MA	\$160,723,721	3.29%	
64246	Guardian Life Ins Co Of Amer	NY	\$155,781,815	3.19%	
66915	New York Life Ins Co	NY	\$151,510,189	3.10%	
65676	Lincoln Natl Life Ins Co	IN	\$125,612,809	2.57%	
61050	MetLife Investors USA Ins Co	DE	\$88,879,661	1.82%	
79227	Pruco Life Ins Co	AZ	\$80,947,895	1.66%	
70815	Hartford Life & Accident Ins Co	CT	\$67,496,890	1.38%	
91596	New York Life Ins & Ann Corp	DE	\$62,987,326	1.29%	
86231	Transamerica Life Ins Co	IA	\$49,856,381	1.02%	
65536	Genworth Life & Ann Ins Co	VA	\$48,574,784	0.99%	
60488	American Gen Life Ins Co	TX	\$48,460,612	0.99%	
65005	RiverSource Life Ins Co	MN	\$48,417,091	0.99%	
66168	Minnesota Life Ins Co	MN	\$45,737,567	0.94%	
67466	Pacific Life Ins Co	NE	\$39,818,928	0.81%	
67105	Reliastar Life Ins Co	MN	\$39,464,153	0.81%	
					Total Companies Writing in Massachusetts 289
					Top 20 Companies Direct Written Premium \$3,710,854,154 75.9%
					Remaining Companies Direct Written Premium \$1,179,646,073 24.1%
					Total Direct Written Premium \$4,890,500,227

LIFE ALL LINES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
68241	Prudential Ins Co Of Amer	NJ	\$3,075,626,603	15.54%	Total Companies Writing in Massachusetts 315 Top 20 Companies Direct Written Premium \$14,588,155,129 73.7% Remaining Companies Direct Written Premium \$5,207,401,855 26.3% Total Direct Written Premium \$19,795,556,984
65935	Massachusetts Mut Life Ins Co	MA	\$1,998,663,372	10.10%	
65978	Metropolitan Life Ins Co	NY	\$1,791,027,717	9.05%	
65838	John Hancock Life Ins Co (USA)	MI	\$960,618,813	4.85%	
79413	UnitedHealthcare Ins Co	CT	\$816,614,739	4.13%	
65056	Jackson Natl Life Ins Co	MI	\$690,349,092	3.49%	
69345	Teachers Ins & Ann Assoc of Amer	NY	\$566,834,824	2.86%	
79227	Pruco Life Ins Co	AZ	\$555,509,913	2.81%	
66915	New York Life Ins Co	NY	\$512,956,619	2.59%	
65676	Lincoln Natl Life Ins Co	IN	\$496,146,282	2.51%	
86509	Ing Life Ins & Ann Co	CT	\$435,706,805	2.20%	
61050	MetLife Investors USA Ins Co	DE	\$406,885,619	2.06%	
91596	New York Life Ins & Ann Corp	DE	\$396,853,695	2.00%	
67091	Northwestern Mut Life Ins Co	WI	\$326,762,603	1.65%	
65005	RiverSource Life Ins Co	MN	\$285,120,615	1.44%	
66869	Nationwide Life Ins Co	OH	\$279,535,846	1.41%	
86231	Transamerica Life Ins Co	IA	\$278,236,880	1.41%	
64246	Guardian Life Ins Co of Amer	NY	\$249,050,848	1.26%	
62944	AXA Equitable Life Ins Co	NY	\$233,407,826	1.18%	
60054	Aetna Life Ins Co	CT	\$232,246,418	1.17%	

LIFE \ OTHER FUNDS

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
65935	Massachusetts Mut Life Ins Co	MA	\$1,501,982,871	31.94%	Total Companies Writing in Massachusetts 26 Top 20 Companies Direct Written Premium \$4,700,534,528 100.0% Remaining Companies Direct Written Premium \$1,584,824 0.0% Total Direct Written Premium \$4,702,121,850
65978	Metropolitan Life Ins Co	NY	\$1,078,462,993	22.94%	
65838	John Hancock Life Ins Co (USA)	MI	\$672,852,897	14.31%	
68241	Prudential Ins Co Of Amer	NJ	\$364,514,931	7.75%	
66915	New York Life Ins Co	NY	\$349,104,642	7.42%	
66869	Nationwide Life Ins Co	OH	\$228,737,057	4.86%	
86509	Ing Life Ins & Ann Co	CT	\$95,488,663	2.03%	
70688	Transamerica Financial Life Ins Co	NY	\$92,770,013	1.97%	
86231	Transamerica Life Ins Co	IA	\$77,971,963	1.66%	
88072	Hartford Life Ins Co	CT	\$39,892,754	0.85%	
66281	Monumental Life Ins Co	IA	\$39,602,546	0.84%	
66168	Minnesota Life Ins Co	MN	\$32,612,759	0.69%	
67644	Penn Mut Life Ins Co	PA	\$32,337,465	0.69%	
88668	Mutual Of Amer Life Ins Co	NY	\$31,884,745	0.68%	
93629	Prudential Retirement Ins & Ann Co	CT	\$28,529,784	0.61%	
71153	Hartford Life & Ann Ins Co	CT	\$14,685,011	0.31%	
92657	Nationwide Life & Ann Ins Co	OH	\$10,726,690	0.23%	
93610	John Hancock Life & Health Ins Co	MA	\$3,500,000	0.07%	
69019	Standard Ins Co	OR	\$3,278,264	0.07%	
78778	Guardian Ins & Ann Co Inc	DE	\$1,598,498	0.03%	

MEDICAL MALPRACTICE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA		
10206	Medical Professional Mut Ins Co	MA	\$114,216,233	70.69%	Total Companies Writing in Massachusetts	30
11843	Medical Protective Co	IN	\$17,165,416	10.62%		
15890	Connecticut Medical Ins Co	CT	\$11,459,273	7.09%		
20427	American Cas Co Of Reading PA	PA	\$6,723,110	4.16%		
14460	Podiatry Ins Co Of Amer	IL	\$2,244,330	1.39%		
10638	Proselet Ins Co	MA	\$2,170,194	1.34%		
19917	Liberty Ins Underwriters Inc	IL	\$1,471,085	0.91%		
22667	Ace Amer Ins Co	PA	\$1,460,949	0.90%		
15865	NCIMC Ins Co	IA	\$1,434,964	0.89%		
19445	National Union Fire Ins Co Of Pitts	PA	\$1,108,321	0.69%		
34495	Doctors Co An Interins Exch	CA	\$633,237	0.39%	Top 20 Companies	\$161,496,842
16624	Darwin Natl Assur Co	DE	\$391,554	0.24%	Direct Written Premium	100%
22810	Chicago Ins Co	IL	\$264,606	0.16%	Remaining Companies	\$72,011
10801	Fortress Ins Co	IL	\$213,120	0.13%	Direct Written Premium	0.0%
20443	Continental Cas Co	IL	\$141,020	0.09%	Total Direct Written Premium	\$161,568,853
19720	American Alt Ins Corp	DE	\$130,834	0.08%		
23809	Granite State Ins Co	PA	\$118,278	0.07%		
21970	OneBeacon Ins Co	PA	\$59,170	0.04%		
13714	Pharmacists Mut Ins Co	IA	\$49,832	0.03%		
10222	PACO Assur Co Inc	IL	\$41,316	0.03%		

MORTGAGE & FINANCIAL GUARANTY

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA		
29858	Mortgage Guar Ins Corp	WI	\$30,446,056	25.12%	Total Companies Writing in Massachusetts	19
15873	United Guar Residential Ins Co	NC	\$22,509,482	18.57%		
33790	Radian Guar Inc	PA	\$21,415,153	17.67%		
38458	Genworth Mortgage Ins Corp	NC	\$15,662,702	12.92%		
27251	PMI Mortgage Ins Co	AZ	\$10,322,463	8.52%		
18708	Ambac Assur Corp	WI	\$7,421,341	6.12%		
28452	Republic Mortgage Ins Co	NC	\$5,223,114	4.31%		
40266	CMG Mortgage Ins Co	WI	\$3,654,649	3.02%		
13634	Essent Guar Inc	PA	\$2,569,813	2.12%		
18287	Assured Guar Municipal Corp	NY	\$583,411	0.48%		
30180	Assured Guar Corp	MD	\$440,635	0.36%	Top 20 Companies	\$121,199,427
36250	Radian Asset Assur Inc	NY	\$249,900	0.21%	Direct Written Premium	100..0%
20311	Syncora Guar Inc	NY	\$192,731	0.16%	Remaining Companies	\$0
29823	Genworth Residential Mortgage Ins Co	NC	\$179,560	0.15%	Direct Written Premium	0.0%
12041	MBIA Ins Corp	NY	\$163,590	0.13%	Total Direct Written Premium	\$121,199,427
26999	United Guar Mortgage Ind Co	NC	\$106,964	0.09%		
29114	CMG Mortgage Assur Co	WI	\$34,339	0.03%		
18740	MGIC Ind Corp	WI	\$16,851	0.01%		
18759	Genworth Residential Mortgage Assur	NC	\$6,673	0.01%		

OCEAN & INLAND MARINE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
23043	Liberty Mut Ins Co	MA	\$63,126,186	14.56%	Total Companies Writing in Massachusetts <div>280</div> Top 20 Companies <div>\$278,491,357</div> Direct Written Premium <div>64.2%</div> Remaining Companies <div>\$154,979,226</div> Direct Written Premium <div>35.8%</div> Total <div>\$433,470,583</div>
20443	Continental Cas Co	IL	\$29,106,245	6.71%	
20281	Federal Ins Co	IN	\$26,163,839	6.04%	
10952	Stonebridge Cas Ins Co	OH	\$19,283,174	4.45%	
25674	Travelers Prop Cas Co Of Amer	CT	\$15,154,330	3.50%	
20346	Pacific Ind Co	WI	\$10,926,551	2.52%	
11991	National Cas Co	WI	\$10,480,496	2.42%	
19445	National Union Fire Ins Co Of Pitts	PA	\$10,351,983	2.39%	
27154	Atlantic Specialty Ins Co	NY	\$9,477,938	2.19%	
22292	Hanover Ins Co	NH	\$9,303,878	2.15%	
11630	Jefferson Ins Co	NY	\$9,001,189	2.08%	
21482	Factory Mut Ins Co	RI	\$8,553,462	1.97%	
10014	Affiliated Fm Ins Co	RI	\$8,414,987	1.94%	
21113	United States Fire Ins Co	DE	\$8,299,382	1.91%	
31325	Acadia Ins Co	NH	\$7,655,618	1.77%	
22667	Ace Amer Ins Co	PA	\$7,454,424	1.72%	
38318	Starr Ind & Liab Co	TX	\$7,025,097	1.62%	
22837	AGCS Marine Ins Co	IL	\$6,838,334	1.58%	
22136	Great Amer Ins Co of NY	NY	\$6,343,525	1.46%	
19070	Standard Fire Ins Co	CT	\$5,530,719	1.28%	

PRIVATE PASSENGER AUTO

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
34754	Commerce Ins Co	MA	\$1,122,776,393	27.17%	Total Companies Writing in Massachusetts <div>47</div> Top 20 Companies <div>\$3,958,238,353</div> Direct Written Premium <div>95.8%</div> Remaining Companies <div>\$173,925,176</div> Direct Written Premium <div>4.2%</div> Total <div>\$4,132,163,529</div>
23043	Liberty Mut Ins Co	MA	\$498,034,083	12.05%	
39454	Safety Ins Co	MA	\$453,892,425	10.98%	
17000	Arbella Mut Ins Co	MA	\$362,895,827	8.78%	
14737	Plymouth Rock Assur Corp	MA	\$244,867,124	5.93%	
26298	Metropolitan Prop & Cas Ins Co	RI	\$189,939,851	4.60%	
12850	Premier Ins Co Of MA	MA	\$153,645,632	3.72%	
19976	Amica Mut Ins Co	RI	\$142,784,887	3.46%	
31534	Citizens Ins Co Of Amer	MI	\$126,013,889	3.05%	
16322	Progressive Direct Ins Co	OH	\$123,435,740	2.99%	
22063	Government Employees Ins Co	MD	\$121,409,719	2.94%	
15067	Quincy Mut Fire Ins Co	MA	\$74,020,973	1.79%	
25968	USAA Cas Ins Co	TX	\$58,727,205	1.42%	
14788	NGM Ins Co	FL	\$48,617,062	1.18%	
23965	Norfolk & Dedham Mut Fire Ins Co	MA	\$48,054,054	1.16%	
26018	Vermont Mut Ins Co	VT	\$42,206,219	1.02%	
25941	United Serv Automobile Assn	TX	\$38,892,163	0.94%	
40320	Massachusetts Homeland Ins Co	MA	\$38,141,829	0.92%	
12154	Encompass Ins Co of MA	MA	\$37,301,567	0.90%	
19232	Allstate Ins Co	IL	\$32,581,711	0.79%	

PROPERTY & CASUALTY TOTAL

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA		
34754	Commerce Ins Co	MA	\$1,319,018,901	11.71%	Total Companies Writing in Massachusetts	514
23043	Liberty Mut Ins Co	MA	\$630,782,120	5.60%		
39454	Safety Ins Co	MA	\$563,691,218	5.00%		
17000	Arbella Mut Ins Co	MA	\$519,505,728	4.61%		
26298	Metropolitan Prop & Cas Ins Co	RI	\$254,657,592	2.26%		
14737	Plymouth Rock Assur Corp	MA	\$247,473,558	2.20%		
20281	Federal Ins Co	IN	\$228,660,740	2.03%		
19976	Amica Mut Ins Co	RI	\$218,239,349	1.94%		
31534	Citizens Ins Co Of Amer	MI	\$196,507,491	1.74%		
19445	National Union Fire Ins Co Of Pitts	PA	\$183,344,261	1.63%		
23035	Liberty Mut Fire Ins Co	WI	\$179,297,225	1.59%	Top 20 Companies Direct Written Premium	\$5,804,881,096 51.5%
40274	Citation Ins Co	MA	\$170,713,025	1.52%	Remaining Companies Direct Written Premium	\$5,461,917,417 48.5%
15067	Quincy Mut Fire Ins Co	MA	\$159,383,900	1.41%		
12850	Premier Ins Co Of MA	MA	\$153,645,632	1.36%	Total Direct Written Premium	\$11,266,798,513
26018	Vermont Mut Ins Co	VT	\$148,588,454	1.32%		
41360	Arbella Protection Ins Co	MA	\$132,373,643	1.17%		
19798	Merrimack Mut Fire Ins Co	MA	\$131,254,755	1.16%		
16322	Progressive Direct Ins Co	OH	\$124,453,662	1.10%		
20443	Continental Cas Co	IL	\$121,879,983	1.08%		
22063	Government Employees Ins Co	MD	\$121,409,859	1.08%		

SURPLUS LINES

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA		
19437	Lexington Ins Co	DE	\$97,670,737	18.35%	Total Companies Writing in Massachusetts	98
17370	Nautilus Ins Co	AZ	\$28,843,867	5.42%		
31127	Columbia Cas Co	IL	\$26,641,289	5.01%		
41297	Scottsdale Ins Co	OH	\$26,502,036	4.98%		
26387	Steadfast Ins Co	DE	\$24,469,024	4.60%		
26883	Chartis Specialty Ins Co	IL	\$22,185,623	4.17%		
13196	Western World Ins Co	NH	\$14,443,024	2.71%	Top 20 Companies Direct Written Premium	\$373,613,612 70.2%
25445	Ironshore Specialty Ins Co	AZ	\$14,263,919	2.68%		
36940	Indian Harbor Ins Co	ND	\$13,293,623	2.50%		
27960	Illinois Union Ins Co	IL	\$11,765,961	2.21%		
10657	First Mercury Ins Co	IL	\$11,645,522	2.19%		
38989	Chubb Custom Ins Co	DE	\$11,396,507	2.14%		
39020	Essex Ins Co	DE	\$11,109,976	2.09%	Remaining Companies Direct Written Premium	\$158,613,612 29.8%
10725	Liberty Surplus Ins Corp	NH	\$10,780,926	2.03%		
35378	Evanston Ins Co	IL	\$9,761,360	1.83%	Total Direct Written Premium	\$532,137,612
33138	Landmark Amer Ins Co	OK	\$9,584,290	1.80%		
42374	Houston Cas Co	TX	\$8,588,834	1.61%		
21199	Arch Specialty Ins Co	NE	\$7,050,828	1.33%		
24856	Admiral Ins Co	DE	\$6,990,169	1.31%		
10833	Gemini Ins Co	DE	\$6,626,097	1.25%		

TITLE INSURANCE

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
50814	First Amer Title Ins Co	CA	\$83,338,783	30.70%	
50520	Old Republic Natl Title Ins Co	MN	\$41,753,495	15.38%	
50121	Stewart Title Guar Co	TX	\$33,588,753	12.38%	
50229	Chicago Title Ins Co	NE	\$29,247,058	10.78%	
50083	Commonwealth Land Title Ins Co	NE	\$25,314,256	9.33%	
51586	Fidelity Natl Title Ins Co	CA	\$24,306,672	8.96%	
51268	Connecticut Attorneys Title Ins Co	CT	\$20,238,843	7.46%	
51020	National Title Ins of NY Inc	NY	\$4,773,353	1.76%	
51152	WFG Natl Title Ins Co	SC	\$2,188,224	0.81%	
50050	Westcor Land Title Ins Co	CA	\$2,060,149	0.76%	
50130	North Amer Title Ins Co	CA	\$1,686,046	0.62%	
50016	Title Resources Guar Co	TX	\$1,530,060	0.56%	
51411	American Guar Title Ins Co	OK	\$1,089,268	0.40%	
51632	EnTitle Ins Co	OH	\$307,793	0.11%	
Total Companies Writing in Massachusetts					14
Top 14 Companies Direct Written Premium					\$271,422,753 100.0%
Remaining Companies Direct Written Premium					\$0 0.0%
Total Direct Written Premium					\$271,422,753

WORKERS' COMPENSATION

NAIC#	Company Name	State	Premium Written in MA	Market Share in MA	
33758	Associated Industries Of MA Mut Ins	MA	\$79,178,414	8.19%	
25658	Travelers Ind Co	CT	\$50,001,757	5.17%	
23841	New Hampshire Ins Co	PA	\$47,467,676	4.91%	
29459	Twin City Fire Ins Co	IN	\$31,280,745	3.23%	
23035	Liberty Mut Fire Ins Co	WI	\$29,943,304	3.10%	
44326	Atlantic Charter Ins Co	MA	\$28,372,906	2.93%	
22667	Ace Amer Ins Co	PA	\$28,053,200	2.90%	
33600	LM Ins Corp	IL	\$27,451,544	2.84%	
19429	Insurance Co of The State of PA	PA	\$22,093,296	2.28%	
25682	Travelers Ind Co of CT	CT	\$22,082,875	2.28%	
42376	Technology Ins Co Inc	NH	\$19,612,136	2.03%	
25674	Travelers Property Cas Co of Amer	CT	\$19,612,136	2.03%	
11104	Associated Employers Ins Co	MA	\$19,219,295	1.99%	
19410	Commerce & Industry Ins Co	NY	\$18,488,636	1.91%	
42404	Liberty Ins Corp	IL	\$18,217,996	1.88%	
40142	American Zurich Ins Co	IL	\$18,070,947	1.87%	
30104	Hartford Underwriters Ins Co	CT	\$17,497,709	1.81%	
11984	Independence Cas Ins Co	MA	\$17,483,691	1.81%	
31325	Acadia Ins Co	NH	\$17,305,472	1.79%	
12886	Massachusetts Employers Ins Co	MA	\$15,665,207	1.62%	
Total Companies Writing in Massachusetts					229
Top 20 Companies Direct Written Premium					\$547,974,551 56.6%
Remaining Companies Direct Written Premium					\$420,688,591 43.4%
Total Direct Written Premium					\$967,110,734

Appendix E – Receiverships

Active Domestic Receiverships

Date	Company	Status
03/09/1989	American Mutual Liability Insurance Company and American Mutual Insurance Company of Boston	In Liquidation
08/26/1992	Attleboro Mutual Liquidating Trust	In Rehabilitation
11/01/2000	Lumber Mutual Insurance Companies	In Rehabilitation
06/09/1994	Monarch Life Insurance Company	In Rehabilitation
02/10/2000	Trust Insurance & Trust Assurance Companies	In Liquidation
05/12/2009	Eastern Casualty Insurance Company	In Liquidation
12/27/2012	Newburyport Mutual Fire Insurance Company	SJC Ordered Termination of Proceedings

Active Ancillary Receiverships

Date	Company	State	Estimated Assets
10/16/2002	Legion Insurance Company	PA	\$72,368,144.00
10/16/2002	Villanova Insurance Company	PA	\$577,326.00
10/03/2001	Reliance Insurance Company	PA	\$28,219,824.00
06/06/2005	Home Insurance Company	NH	\$2,474,949.00

Appendix F – Financial Examinations

Financial Examinations Completed 2012			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Atlantic Charter Ins. Co. (AC Group)	\$27,762,000	\$25,349,000	\$57,770,000
Endeavour Ins. Co. (AC Group)	\$2,719,000	\$2,693,000	\$5,002,000
Independence Casualty Ins. Co. (AC Group)	\$12,923,000	\$12,802,000	\$3,844,000
Barnstable County Insurance Co. (Barnstable Group)	\$2,892,000	\$2,892,000	\$16,483,000
Barnstable County Mutual Ins. Co. (Barnstable Group)	\$28,911,000	\$28,911,000	\$63,167,000
The Premier Insurance Co. of Massachusetts	\$190,565,000	\$190,565,000	\$209,684,000
Health Organizations & HMOs			
Dental Service of MA	\$276,817,000	276,817,000	\$96,613,000
ConnectiCare of Massachusetts, Inc.	\$17,595,000	\$17,595,000	\$110,787,000
Harvard Pilgrim Health Care, Inc.	\$2,302,952,000	\$2,189,220,000	\$412,724,000
Harvard Pilgrim Health Care of New England, Inc.	\$301,387,000	\$301,387,000	\$31,678,000
Life, Accident & Health Insurers			
Centre Life Insurance Company	\$32,028,000	\$1,297,000	\$86,651,000
Berkshire Life Insurance Company of America	\$352,015,000	\$16,136,000	\$490,577,000
HPHC Insurance Company, Inc.	\$361,953,000	\$162,045,000	\$36,723,000
Self Insured Groups			
FutureCompSIG - HVAC Compensation Group	\$962,000	\$962,000	\$0
FutureCompSIG - Mass. High Technology SIG	\$500,000	\$500,000	\$0
FutureCompSIG - NEEIA Compensation Corp	\$5,309,000	\$5,309,000	\$0
FutureCompSIG - AICC	\$3,864,000	\$3,864,000	\$0
FutureCompSIG - ABC Mass. Workers' Comp. Self-Ins.	\$1,265,000	\$1,265,000	\$0
FutureCompSIG – STAM Workers' Comp. Self-Ins. Group	\$2,622,000	\$2,622,000	\$0
MIIA Property and Casualty Group, Inc.	\$48,780,000	\$48,780,000	\$88,894,000
Other			
Catholic Association of Foresters	\$206,000	\$187,000	\$6,319,000
New England Title Insurance Co.	\$0	\$0	\$104,000
TOTALS	\$3,974,027,000	\$3,291,198,000	\$1,717,110,000

Examination in Progress 12/31/2012			
	US Direct Premium	MA Direct Premium	Surplus
Property & Casualty Insurers			
Holyoke Mutual Insurance Company in Salem	\$50,494,000	\$21,244,000	\$82,363,000
Massachusetts Homeland Insurance Company	\$122,310,000	\$71,446,000	\$7,989,000
Electric Insurance Company	\$370,466,000	\$27,805,000	\$460,163,000
One Beacon America Insurance Co. (One Beacon Group)	\$338,763,000	\$17,935,000	\$182,867,000
Employers Fire Insurance Co. (One Beacon Group)	\$146,482,000	\$12,464,000	\$60,034,000
Northern Insurance Co. of America - (One Beacon Group)	\$106,413,000	\$8,478,000	\$62,182,000
Coface of North America Insurance Company	\$91,993,000	\$2,359,000	\$49,305,000
Health Organizations & HMOs			
Tufts Associated HMO, Inc.	\$2,516,505,000	\$2,507,517,000	\$504,158,000
Tufts Insurance Company	\$163,938,000	\$149,536,000	\$47,398,000
Fallon Community Health Plan	\$1,097,521,000	\$1,097,521,000	\$127,915,000
Fallon Health & Life Assurance Company	\$25,227,000	\$25,227,000	\$4,734,000
Life, Accident & Health Insurers			
Boston Mutual Life Insurance Company	\$146,898,000	\$37,702,000	\$126,302,000
Self Insured Groups			
Massachusetts Catholic Self-Ins. Group, Inc.	\$2,916,000	\$2,916,000	\$5,359,000
Meadowbrook/TPA SIG - Self Insured Lumber Bus. Ass.	\$3,194,000	\$3,194,00	\$25,000
Meadowbrook/TPA SIG - Commonwealth Trans CC	\$2,449,000	\$2,449,000	\$-13,000
Meadowbrook/TPA SIG – Manufacturers of MA CG	\$1,135,000	\$1,135,000	\$-9,000
Meadowbrook/TPA SIG – Independent Schools Comp.Corp.	\$6,521,000	\$6,521,000	\$-12,000
TOTALS	\$5,179,926,000	\$3,982,149,000	\$1,720,769,000